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(54) **METHOD AND SYSTEM TO AUTOMATE TROUBLESHOOTING AND RESOLUTION OF CUSTOMER DEVICE ISSUES**

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G06F 11/22 (2006.01)
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G06Q 10/00 (2012.01)
H04M 3/51 (2006.01)

(52) **U.S. Cl.**
CPC **G06F 11/2294** (2013.01); **G06F 11/0793**
(2013.01); **G06Q 10/20** (2013.01); **H04M**
3/5183 (2013.01)

(58) **Field of Classification Search**
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H04M 3/5183

See application file for complete search history.

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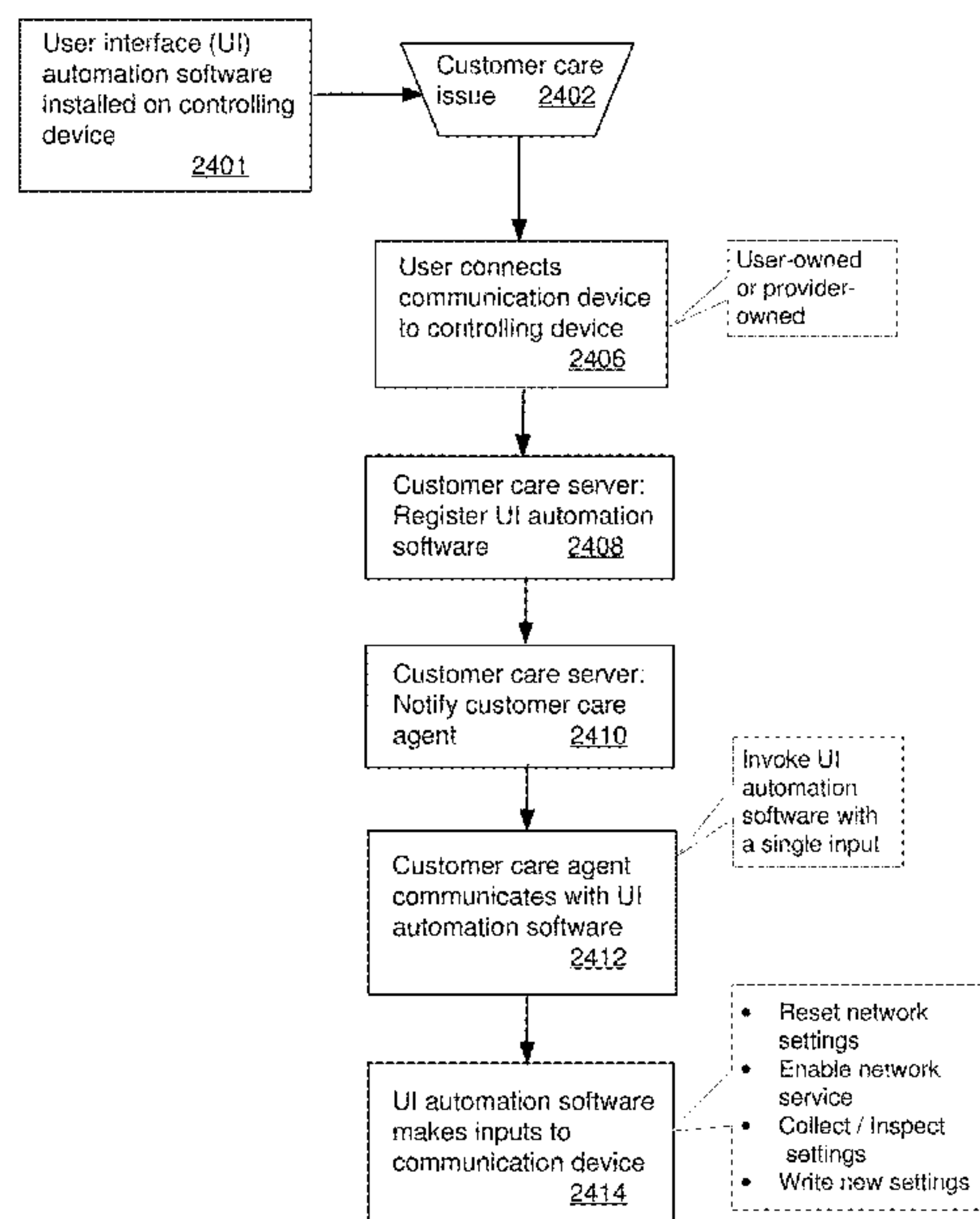
Primary Examiner — Joshua P Lottich

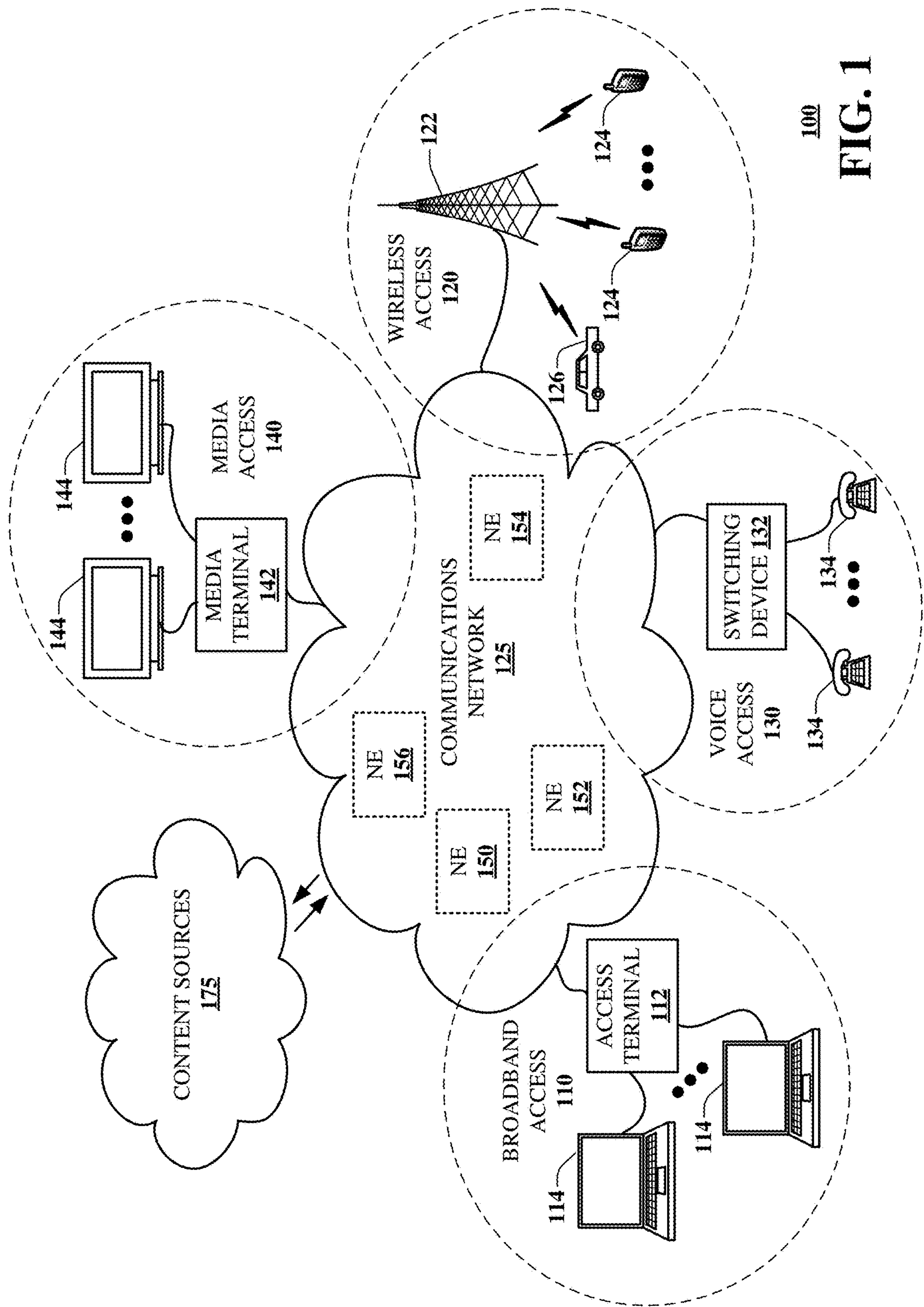
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(57) **ABSTRACT**

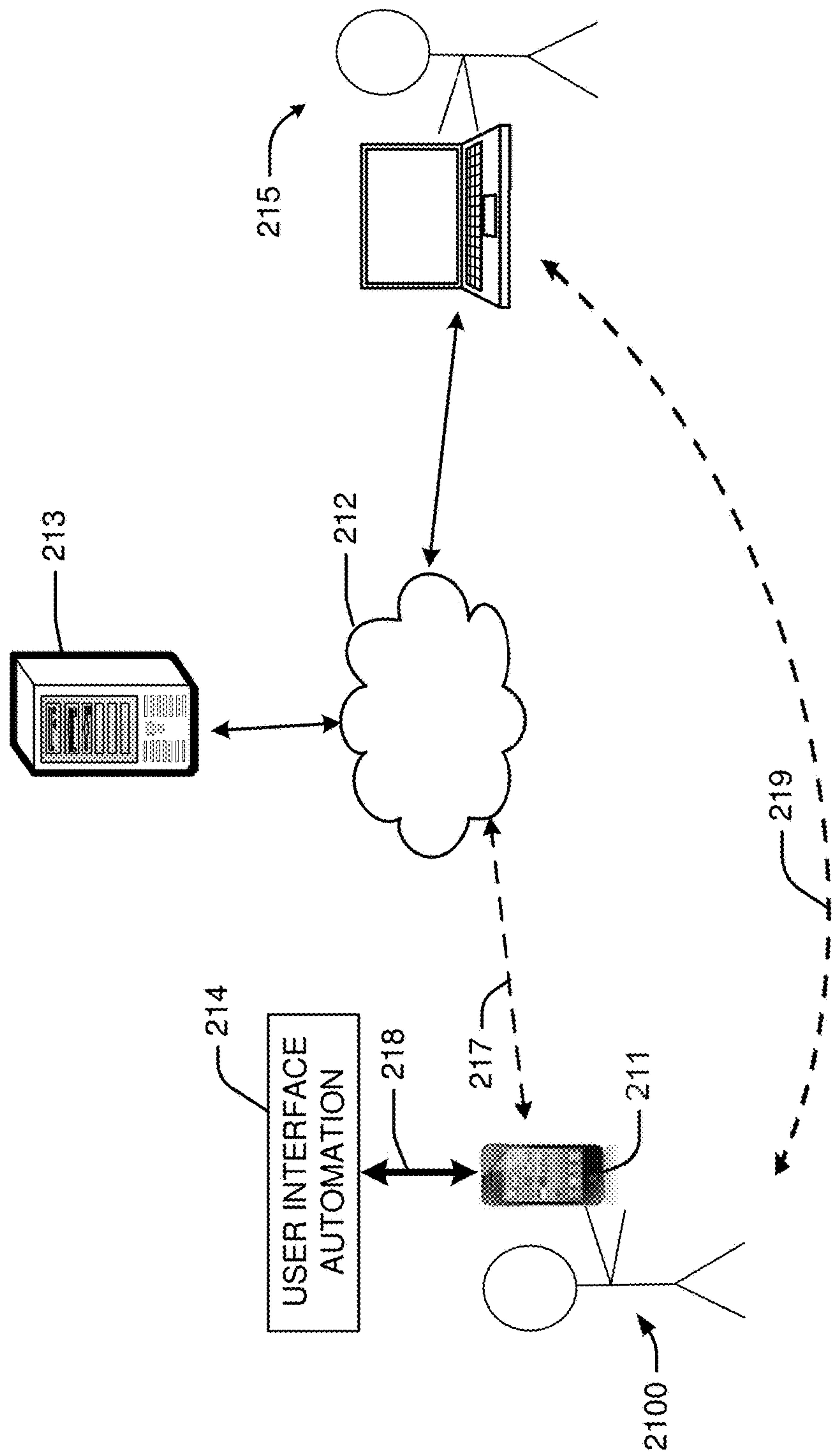
Aspects of the subject disclosure may include, for example, a method in which a processing system installs on a controlling device user interface automation software provided by a customer care server separated from the controlling device; the controlling device communicates with the customer care server over a communication network. The system receives information from equipment of a customer care agent regarding a customer care issue associated with a communication device coupled to the controlling device by a communication link separate from the communication network. The method includes effecting, responsive to the information and without action by a user of the communication device, an input to the user interface via the communication link to initiate a resolution procedure for the customer care issue; the resolution procedure can include resetting network settings, enabling a network service, collecting information regarding the network settings, and/or providing new network settings. Other embodiments are disclosed.

20 Claims, 15 Drawing Sheets

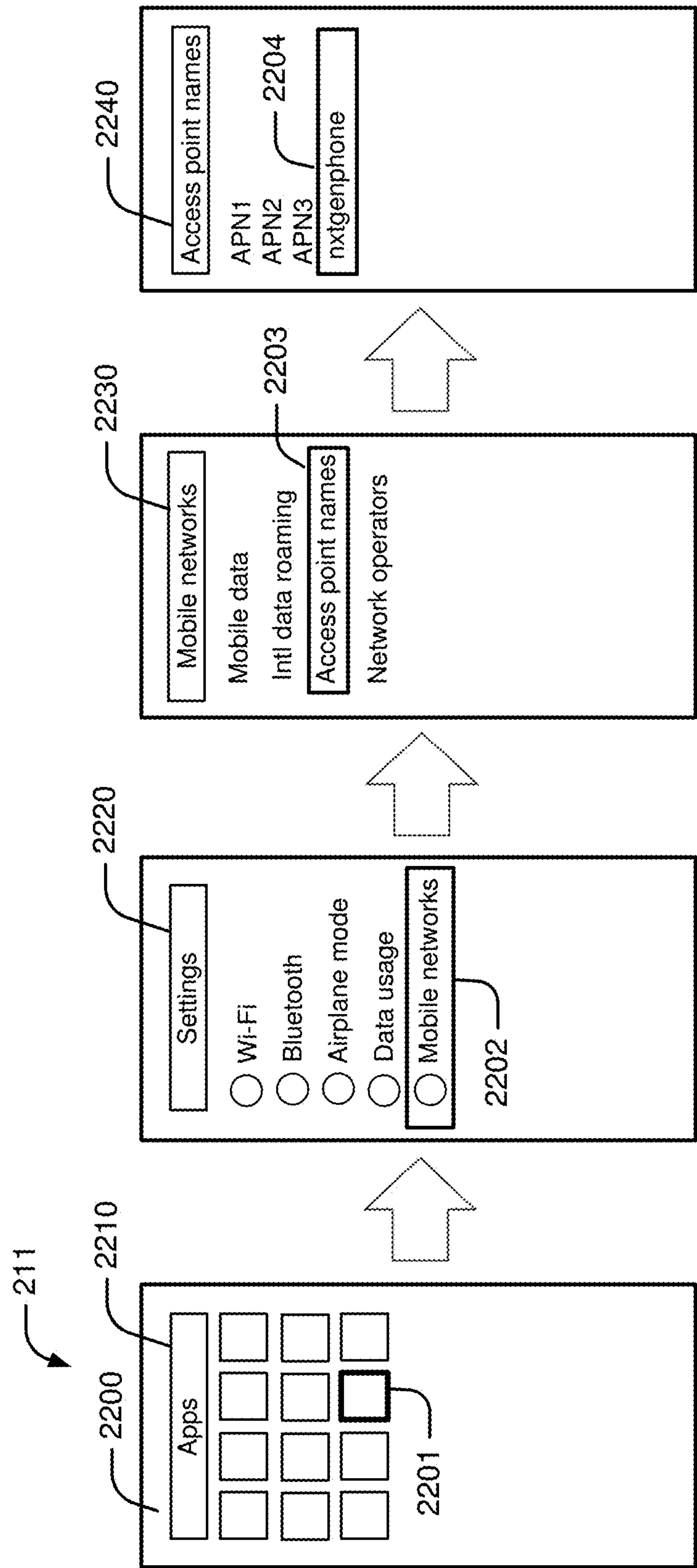




100
FIG. 1

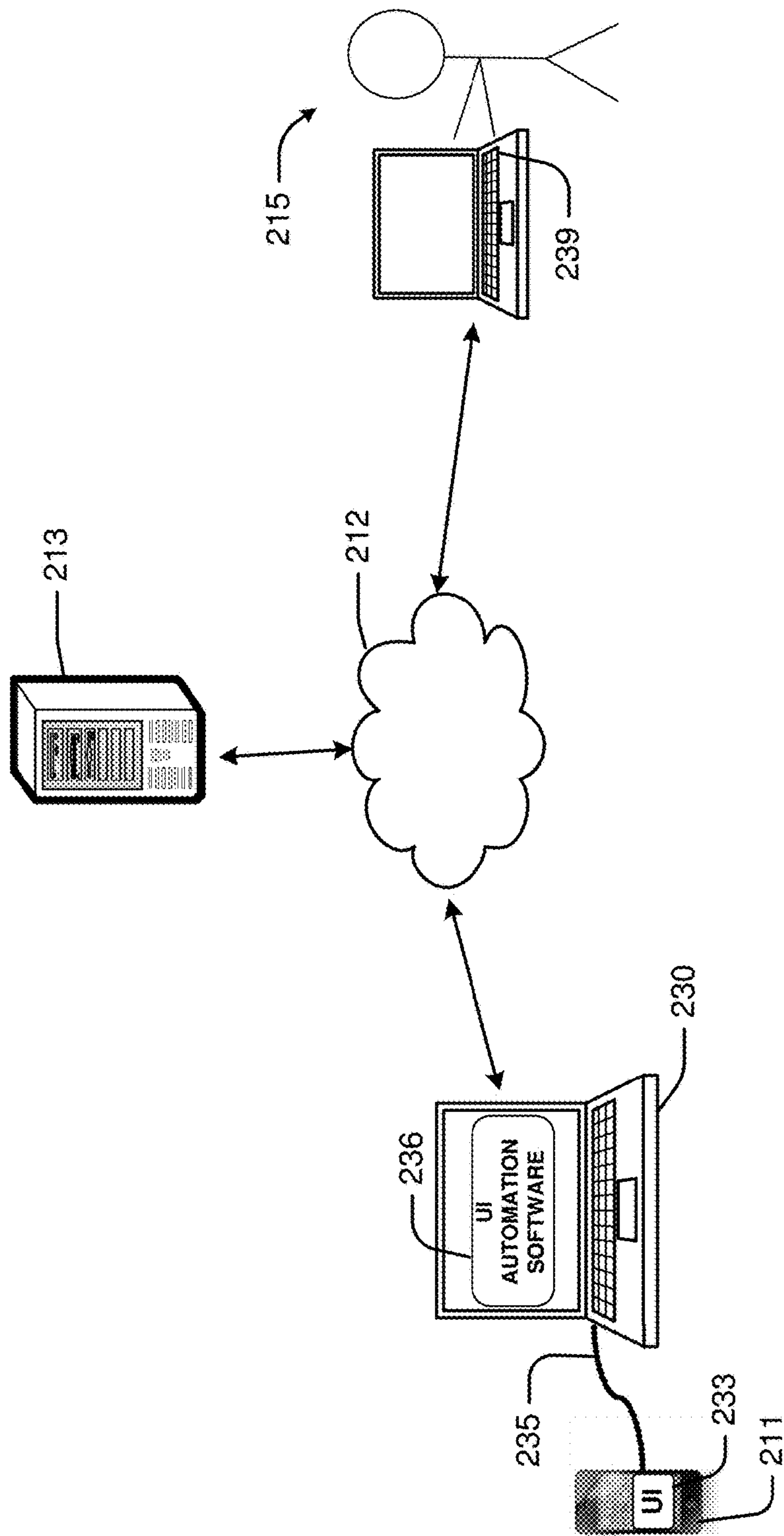


201
FIG. 2A



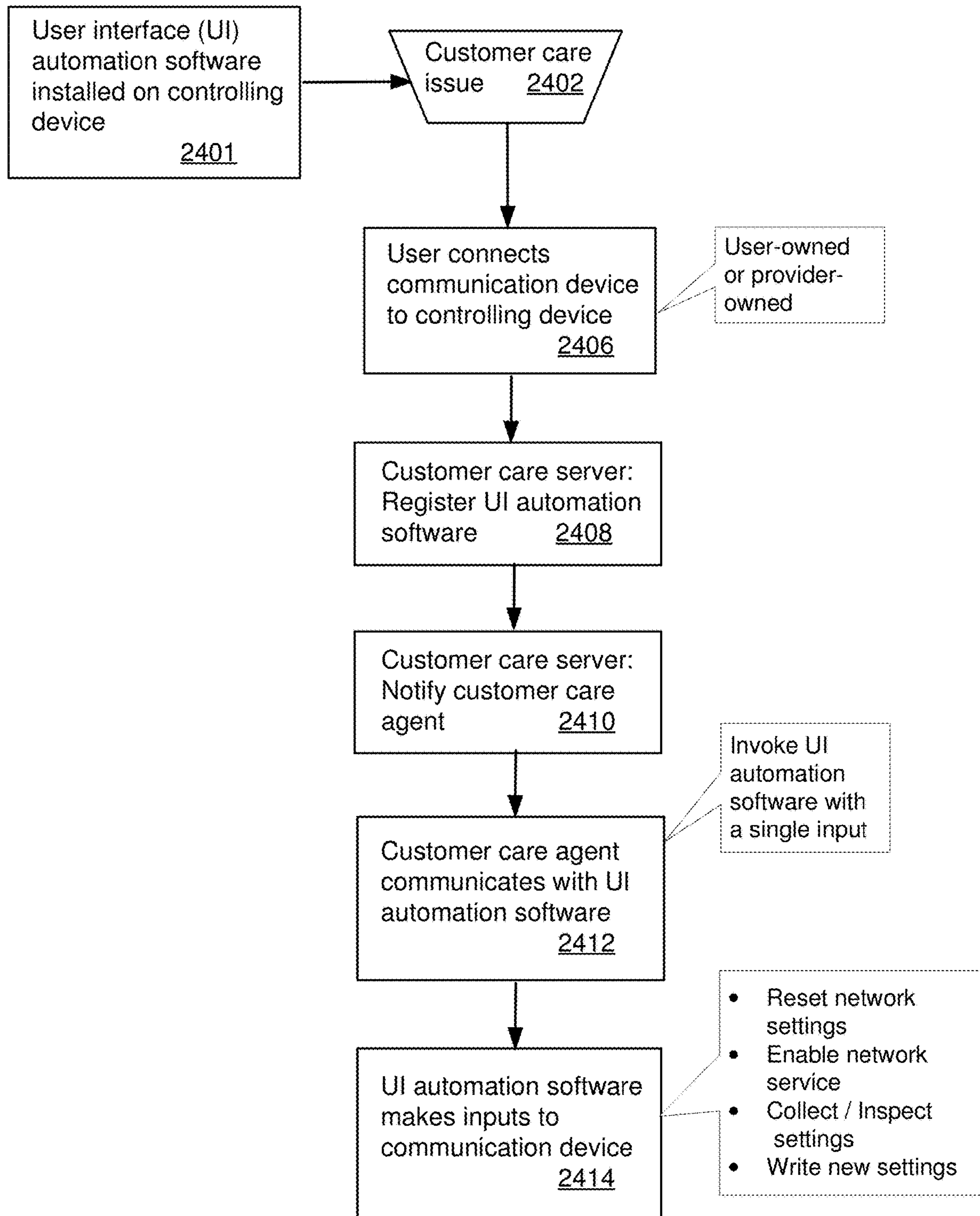
202

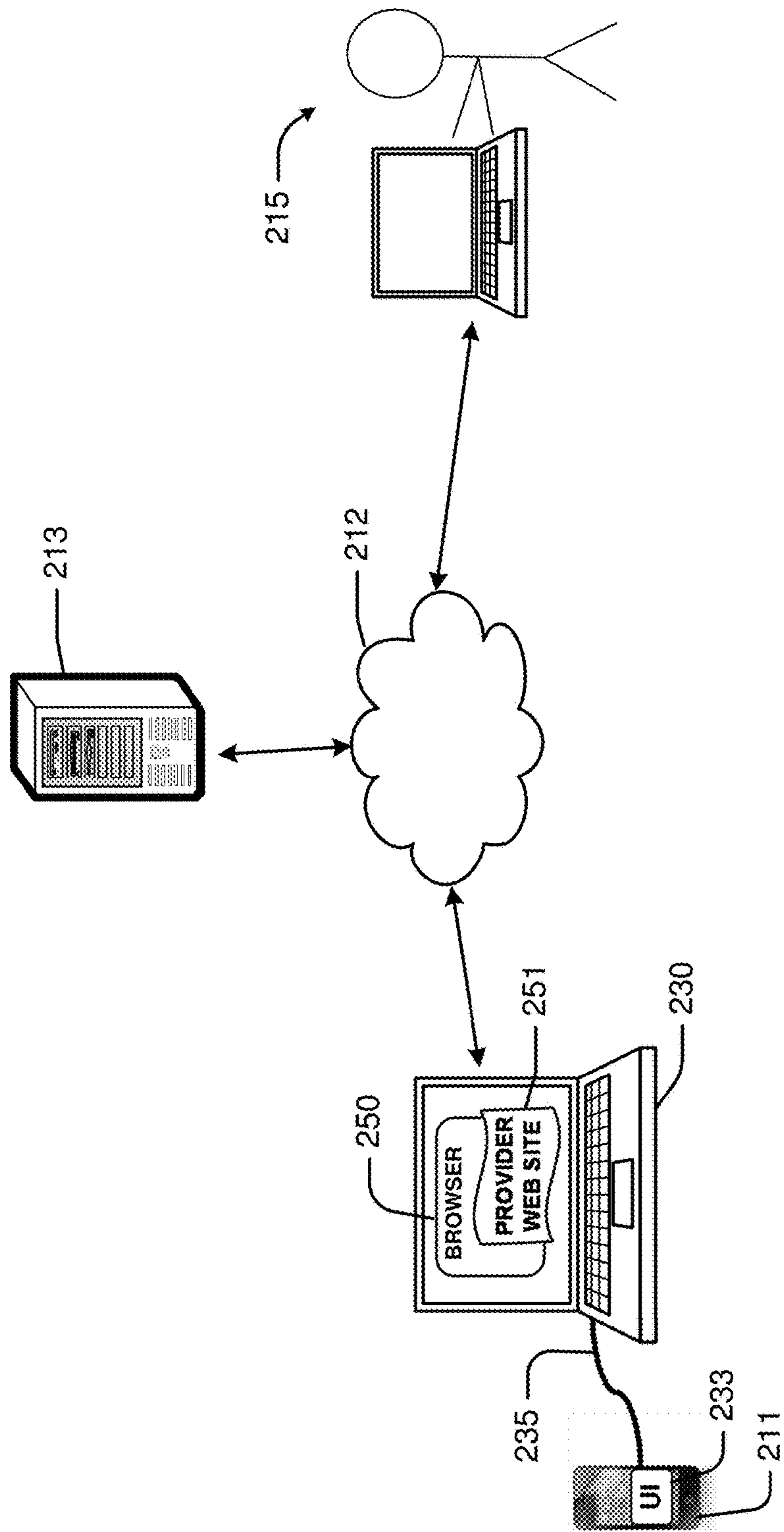
FIG. 2B



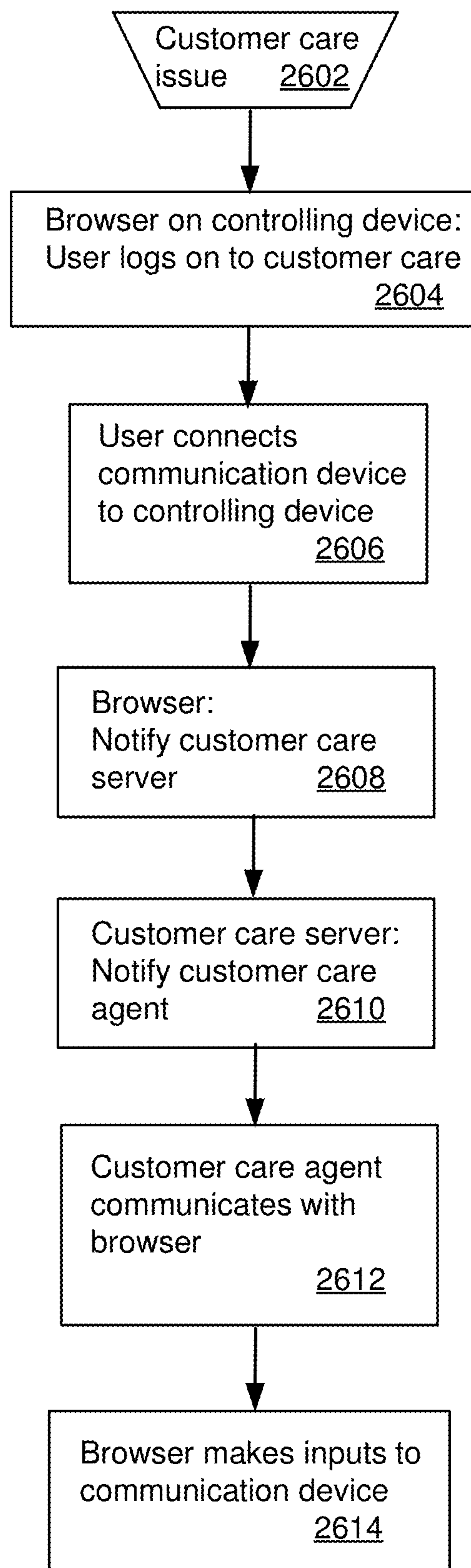
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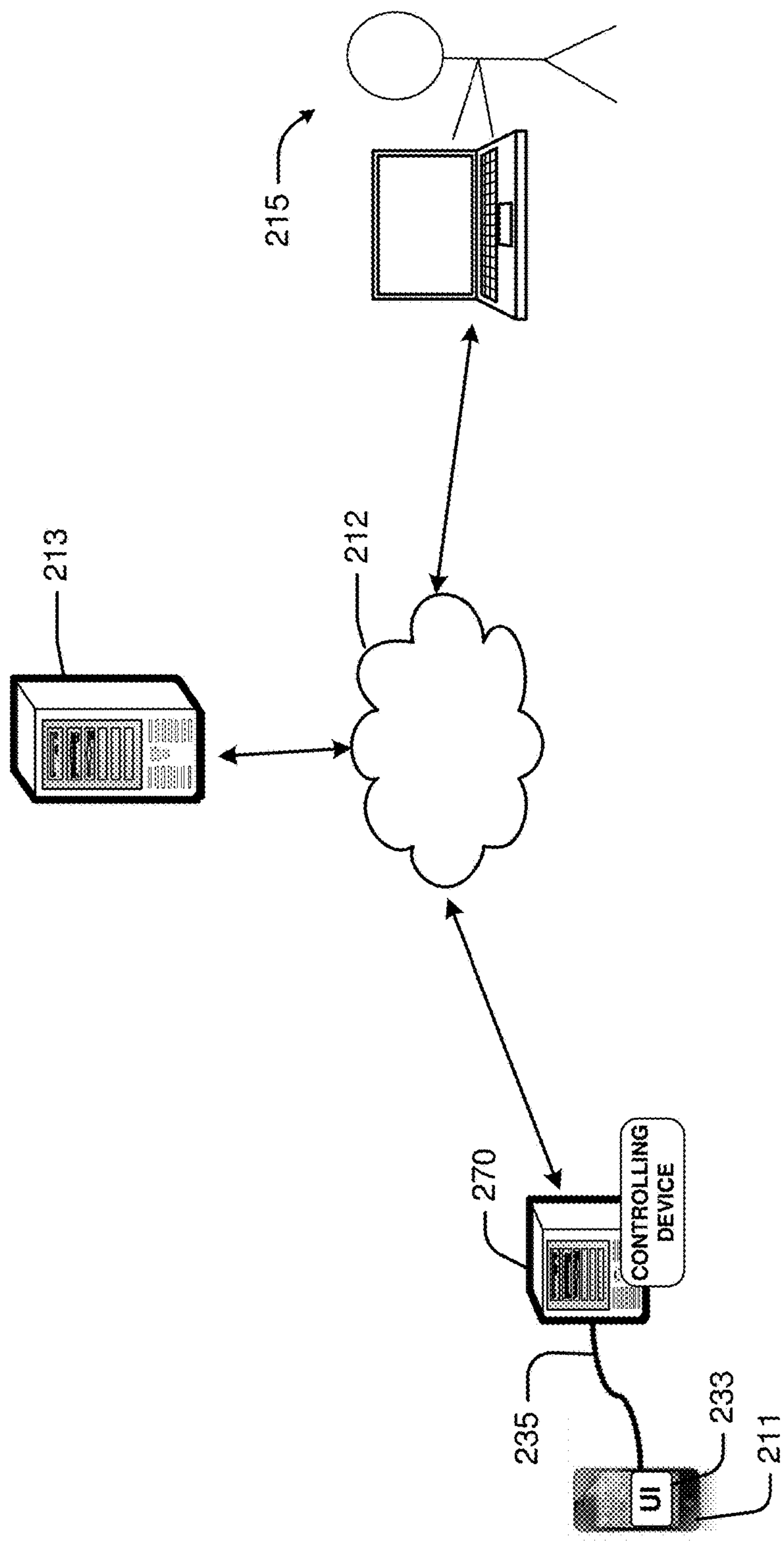
FIG. 2C

204**FIG. 2D**

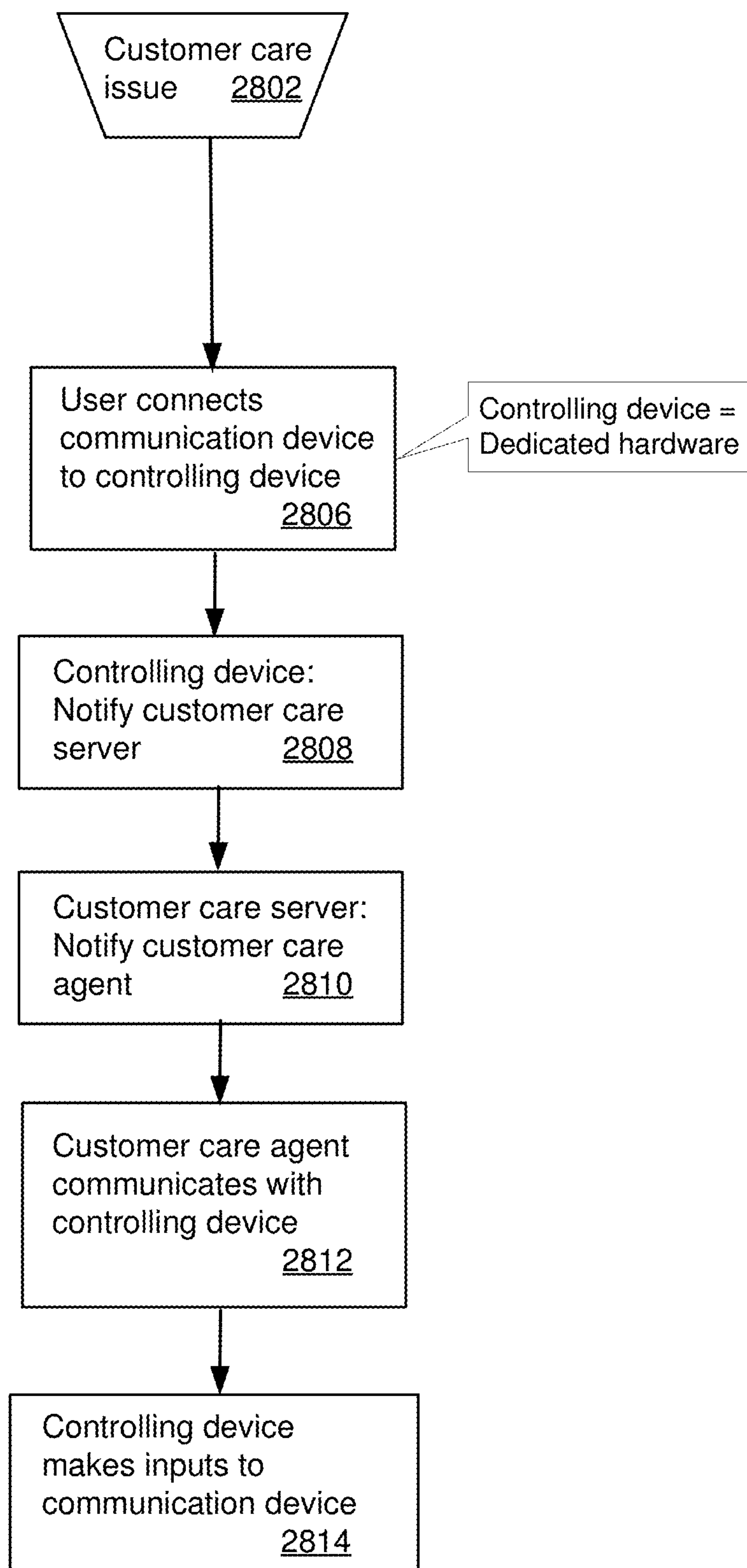


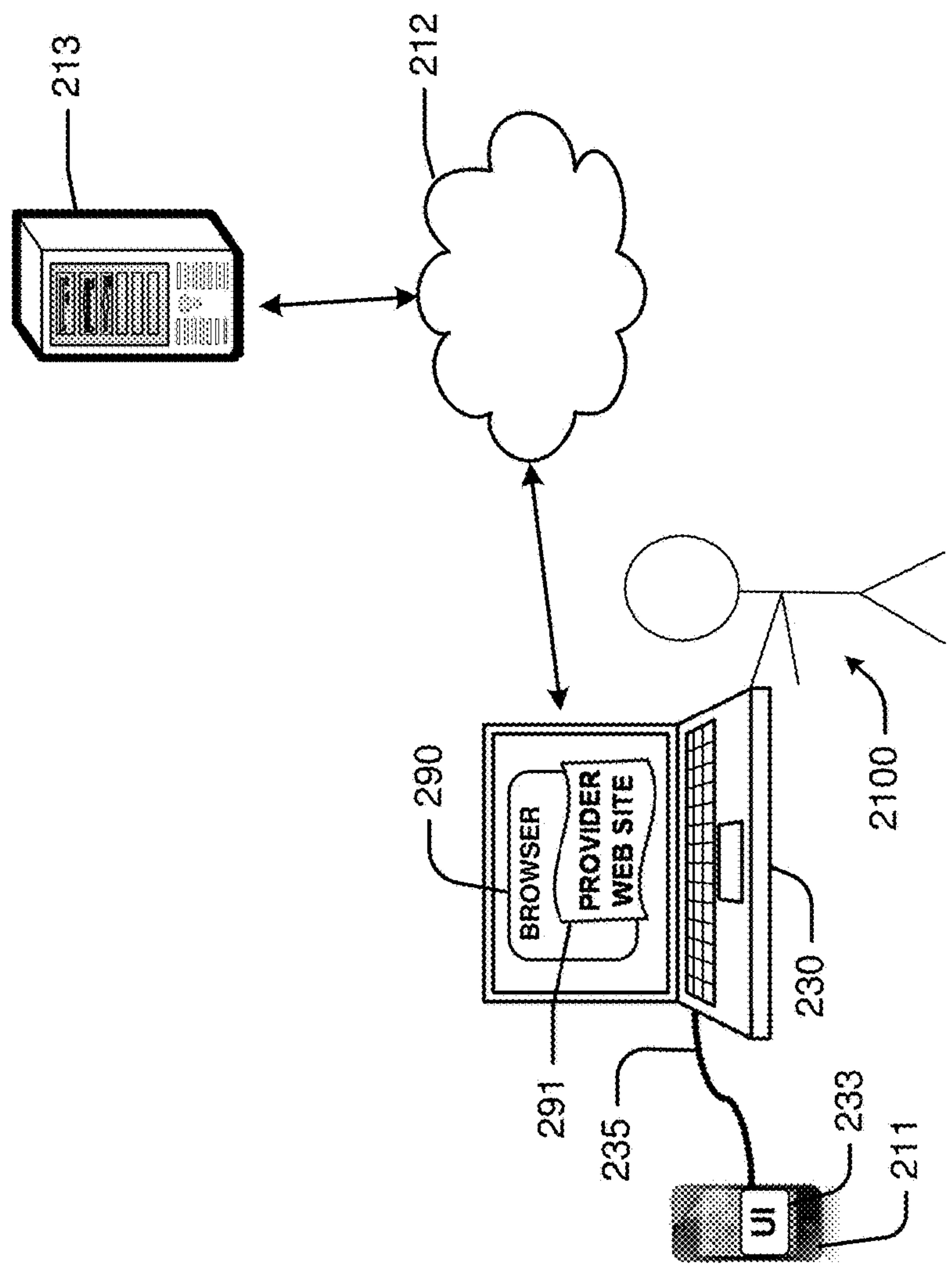
205
FIG. 2E

206**FIG. 2F**

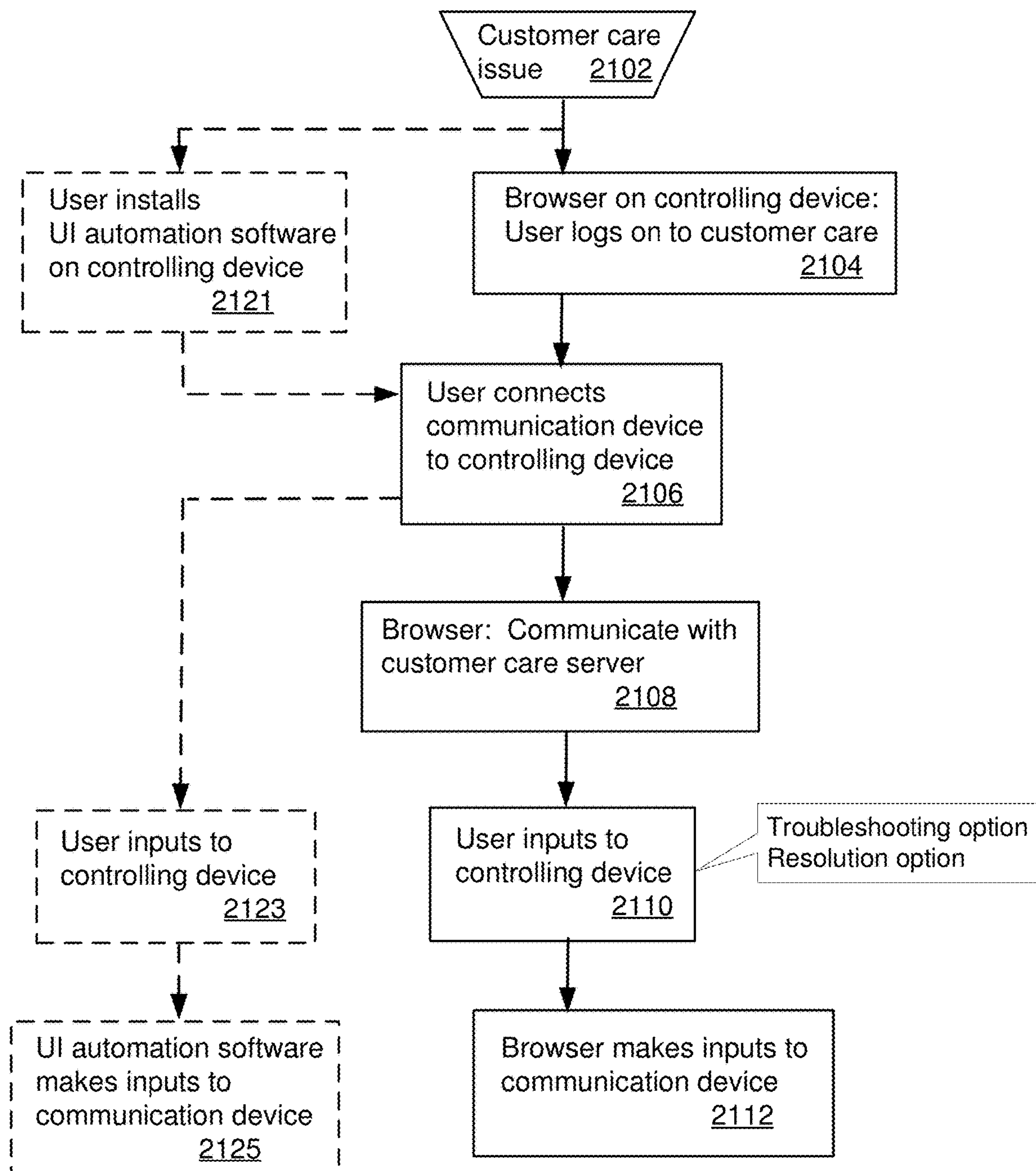


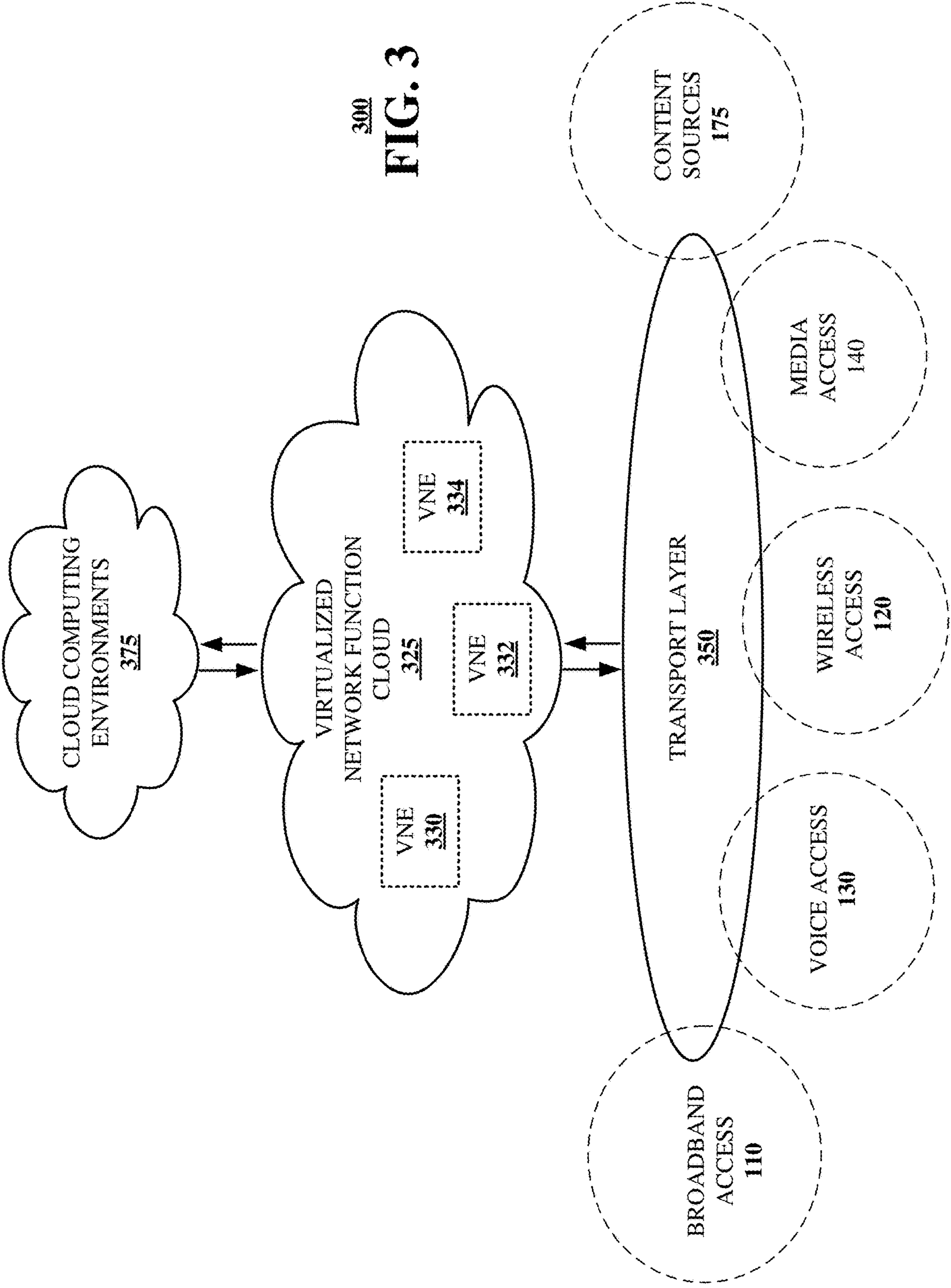
207
FIG. 2G

208**FIG. 2H**



209
FIG. 2I

210**FIG. 2J**



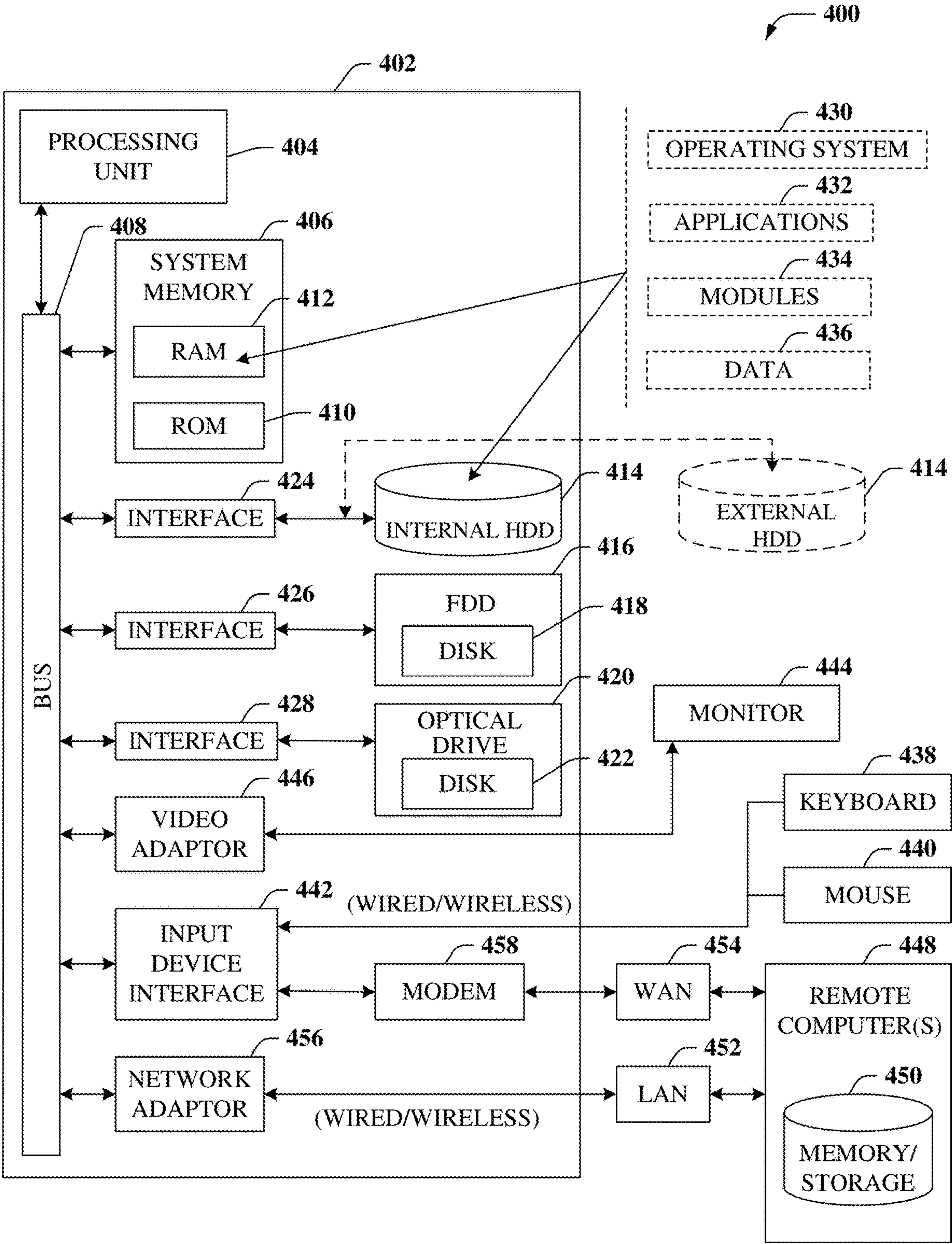


FIG. 4

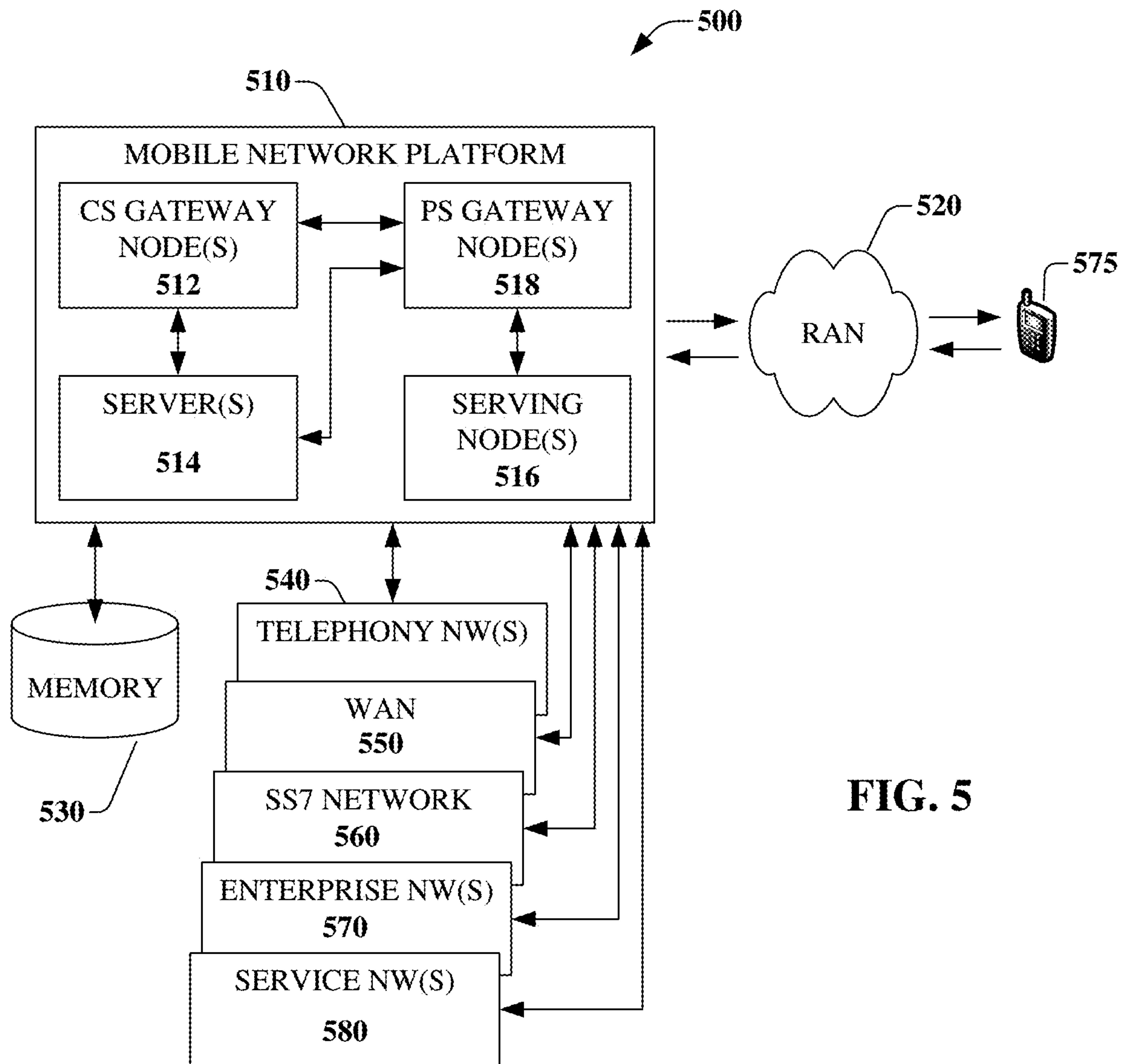
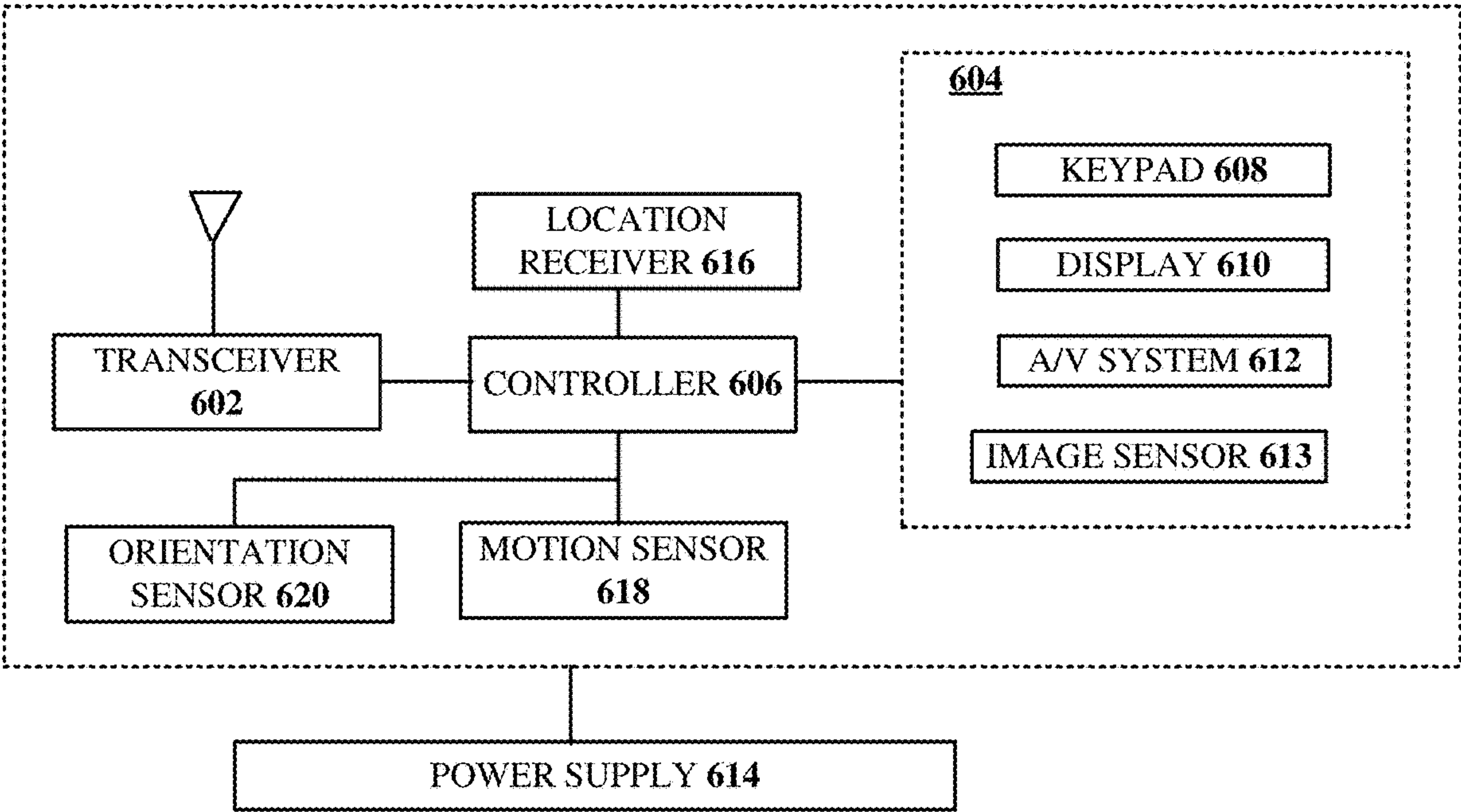


FIG. 5



600
FIG. 6

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METHOD AND SYSTEM TO AUTOMATE TROUBLESHOOTING AND RESOLUTION OF CUSTOMER DEVICE ISSUES

FIELD OF THE DISCLOSURE

The subject disclosure relates to a method and system for addressing customer care issues relating to mobile device communications, and more particularly to automating a user interface (UI) of a mobile device to resolve such issues.

BACKGROUND

Customer care processes, particularly troubleshooting and resolution of customers' issues with using their network communication devices, often involve interactions between customers and customer care agents including voice conversations and manual effort, which can be time-consuming and error-prone.

BRIEF DESCRIPTION OF THE DRAWINGS

Reference will now be made to the accompanying drawings, which are not necessarily drawn to scale, and wherein:

FIG. 1 is a block diagram illustrating an exemplary, non-limiting embodiment of a communications network in accordance with various aspects described herein.

FIG. 2A is a block diagram schematically illustrating an example, non-limiting embodiment of a system functioning within the communication network of FIG. 1 and providing user interface automation for equipment of a customer, in accordance with various aspects described herein.

FIG. 2B schematically illustrates a procedure for collecting access point name (APN) settings on a customer communication device, in accordance with various aspects described herein.

FIG. 2C is a block diagram schematically illustrating a system for user interface (UI) automation of a customer communication device, in accordance with an embodiment of the disclosure.

FIG. 2D depicts an illustrative embodiment of a method in accordance with various aspects described herein, with reference to the system of FIG. 2C.

FIG. 2E is a block diagram schematically illustrating a system for user interface (UI) automation of a customer communication device, in accordance with another embodiment of the disclosure.

FIG. 2F depicts an illustrative embodiment of a method in accordance with various aspects described herein, with reference to the system of FIG. 2E.

FIG. 2G is a block diagram schematically illustrating a system for user interface (UI) automation of a customer communication device, in accordance with a further embodiment of the disclosure.

FIG. 2H depicts an illustrative embodiment of a method in accordance with various aspects described herein, with reference to the system of FIG. 2G.

FIG. 2I is a block diagram schematically illustrating a system for user interface (UI) automation of a customer communication device, in accordance with an additional embodiment of the disclosure.

FIG. 2J depicts an illustrative embodiment of a method in accordance with various aspects described herein, with reference to the system of FIG. 2I.

FIG. 3 is a block diagram illustrating an example, non-limiting embodiment of a virtualized communication network in accordance with various aspects described herein.

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FIG. 4 is a block diagram of an example, non-limiting embodiment of a computing environment in accordance with various aspects described herein.

FIG. 5 is a block diagram of an example, non-limiting embodiment of a mobile network platform in accordance with various aspects described herein.

FIG. 6 is a block diagram of an example, non-limiting embodiment of a communication device in accordance with various aspects described herein.

DETAILED DESCRIPTION

The subject disclosure describes, among other things, illustrative embodiments for automating a user interface (UI) of a customer communication device to troubleshoot and resolve customer care issues without customer input to the UI. Other embodiments are described in the subject disclosure.

One or more aspects of the subject disclosure include a method that comprises installing, by a processing system including a processor of a controlling device, user interface automation software provided by a customer care server; the controlling device communicates with the customer care server over a communication network, and the customer care server is separate from the controlling device. The method also comprises receiving information from equipment of a customer care agent regarding a customer care issue associated with a communication device that is coupled to the controlling device by a communication link separate from the communication network. The method further comprises effecting, by the processing system responsive to the information and without action by a user of the communication device, an input to the user interface via the communication link to initiate a resolution procedure for the customer care issue; the resolution procedure comprises resetting network settings for facilitating communication over the communication network, enabling a network service, collecting information regarding the network settings, and/or providing new network settings.

One or more aspects of the subject disclosure include a controlling device comprising a processing system including a processor and a memory that stores executable instructions that, when executed by the processing system, facilitate performance of operations. The operations comprise receiving a login signal via a browser installed on the controlling device to initiate communication with a customer care server over a communication network; the communication includes notice of a customer care issue associated with a communication device coupled to the controlling device by a communication link separate from the communication network, and the customer care server is separate from the controlling device and the communication device. The operations also comprise receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue; the equipment of the customer care agent is in communication with the customer care server over the communication network, and the information enables user interface automation at a user interface of the communication device. The operations further comprise effecting, in accordance with the user interface automation and without action by a user of the communication device, an input via the communication link to the user interface, to initiate a resolution procedure for the customer care issue; the resolution procedure includes resetting network settings for facilitating communication over the communication network, enabling a network service, col-

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lecting information regarding the network settings, and/or providing new network settings.

One or more aspects of the subject disclosure include a machine-readable medium comprising executable instructions that, when executed by a processing system including a processor, facilitate performance of operations. The operations comprise receiving a login signal via a browser installed on the controlling device to initiate communication with a customer care server over a communication network; the communication includes notice of a customer care issue associated with a mobile communication device coupled to the controlling device by a communication link separate from the communication network, and the customer care server is separate from the controlling device and the mobile communication device. The operations also comprise receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue; the equipment of the customer care agent is in communication with the customer care server over the communication network, and the information enables user interface automation at a user interface of the mobile communication device. The operations further comprise effecting, in accordance with the user interface automation and without action by a user of the mobile communication device, an input via the communication link to the user interface, to initiate a resolution procedure for the customer care issue; the resolution procedure includes resetting network settings for facilitating communication over the communication network, enabling a network service, collecting information regarding the network settings, and/or providing new network settings.

Referring now to FIG. 1, a block diagram is shown illustrating an example, non-limiting embodiment of a communications network **100** in accordance with various aspects described herein. For example, communications network **100** can facilitate in whole or in part installing user interface automation software provided by a customer care server at a controlling device that communicates with the customer care server over the communications network. In particular, a communications network **125** is presented for providing broadband access **110** to a plurality of data terminals **114** via access terminal **112**, wireless access **120** to a plurality of mobile devices **124** and vehicle **126** via base station or access point **122**, voice access **130** to a plurality of telephony devices **134**, via switching device **132** and/or media access **140** to a plurality of audio/video display devices **144** via media terminal **142**. In addition, communication network **125** is coupled to one or more content sources **175** of audio, video, graphics, text and/or other media. While broadband access **110**, wireless access **120**, voice access **130** and media access **140** are shown separately, one or more of these forms of access can be combined to provide multiple access services to a single client device (e.g., mobile devices **124** can receive media content via media terminal **142**, data terminal **114** can be provided voice access via switching device **132**, and so on).

The communications network **125** includes a plurality of network elements (NE) **150**, **152**, **154**, **156**, etc. for facilitating the broadband access **110**, wireless access **120**, voice access **130**, media access **140** and/or the distribution of content from content sources **175**. The communications network **125** can include a circuit switched or packet switched network, a voice over Internet protocol (VoIP) network, Internet protocol (IP) network, a cable network, a passive or active optical network, a 4G, 5G, or higher generation wireless access network, WIMAX network, UltraWideband network, personal area network or other

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wireless access network, a broadcast satellite network and/or other communications network.

In various embodiments, the access terminal **112** can include a digital subscriber line access multiplexer (DSLAM), cable modem termination system (CMTS), optical line terminal (OLT) and/or other access terminal. The data terminals **114** can include personal computers, laptop computers, netbook computers, tablets or other computing devices along with digital subscriber line (DSL) modems, data over coax service interface specification (DOCSIS) modems or other cable modems, a wireless modem such as a 4G, 5G, or higher generation modem, an optical modem and/or other access devices.

In various embodiments, the base station or access point **122** can include a 4G, 5G, or higher generation base station, an access point that operates via an 802.11 standard such as 802.11n, 802.11ac or other wireless access terminal. The mobile devices **124** can include mobile phones, e-readers, tablets, phablets, wireless modems, and/or other mobile computing devices.

In various embodiments, the switching device **132** can include a private branch exchange or central office switch, a media services gateway, VoIP gateway or other gateway device and/or other switching device. The telephony devices **134** can include traditional telephones (with or without a terminal adapter), VoIP telephones and/or other telephony devices.

In various embodiments, the media terminal **142** can include a cable head-end or other TV head-end, a satellite receiver, gateway or other media terminal **142**. The display devices **144** can include televisions with or without a set top box, personal computers and/or other display devices.

In various embodiments, the content sources **175** include broadcast television and radio sources, video on demand platforms and streaming video and audio services platforms, one or more content data networks, data servers, web servers and other content servers, and/or other sources of media.

In various embodiments, the communications network **125** can include wired, optical and/or wireless links and the network elements **150**, **152**, **154**, **156**, etc. can include service switching points, signal transfer points, service control points, network gateways, media distribution hubs, servers, firewalls, routers, edge devices, switches and other network nodes for routing and controlling communications traffic over wired, optical and wireless links as part of the Internet and other public networks as well as one or more private networks, for managing subscriber access, for billing and network management and for supporting other network functions.

FIG. 2A is a block diagram illustrating an example, non-limiting embodiment of a system **201** functioning within the communication network of FIG. 1 in accordance with various aspects described herein. As shown in FIG. 2A, a user **2100** of mobile communication device **211** obtains network services via network **212**; user **2100** is thus also referred to as “customer” herein. Various customer care activities (also referred to as customer support) are managed by customer care server **213**. In normal operation, the customer communication device **211** is able to communicate over the network using a communication link **217** (typically a wireless connection to network **212**).

In some embodiments, a customer care agent **215** includes a human agent with equipment for communicating over the network **212**. In other embodiments, the customer care agent **215** can be a virtual agent (e.g., artificial intelligence or software being executed by a computing device) or a combination of a human and virtual agent.

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In accordance with embodiments of the disclosure, if a customer care issue arises (typically, where the device **211** cannot be used to communicate), user interface automation **214** is used to perform actions with respect to communication device **211**, without requiring input by customer **2100**. Such actions may include inspecting, resetting, correcting and/or writing network settings of the device, enabling network services to be provided to the device, etc.

User interface automation **214** can be provided for device **211** by a variety of methods (for example, via software executing on a control device, a browser by which the customer interacts with a website, a dedicated device connected to the device **211**, etc.), as described below. In various embodiments, the customer communication device **211** has a physical connection **218** with a device providing the user interface automation. In various embodiments, user interface automation **214** can be configured to perform a wide variety of inputs to the communication device in a troubleshooting or problem resolution procedure, corresponding to inputs that might be performed by a user. Such inputs may include (for example and without limitation) selecting a button or icon, scrolling, swiping, typing text, a multi-finger gesture at the display screen (e.g., a two-finger pinch), etc.

FIG. 2B schematically illustrates a procedure **202** in which UI automation of a customer device is used to collect information on the customer device for troubleshooting purposes, in accordance with various aspects described herein. As shown in FIG. 2B, customer device **211** includes a UI **2200** that can present a series of displays with selectable items. The “home screen” display **2210** has an array of buttons for invoking various applications (apps) for execution on device **211**.

According to embodiments of the disclosure, UI automation signals cause inputs to the UI as if entered by the device user (for example, the user touching button **2201** to invoke the app associated therewith), without action by the user (e.g., without the user having entered any user input). In one or more embodiments, the UI automation signals cause inputs to the UI with or without notice to the user.

In the example shown in FIG. 2B, UI automation is used to collect information regarding access point name (APN) settings of device **211**. An automated input is made to the device UI **2200**, activating button **2201** to cause retrieval of a list **2220** of groups of device settings. Additional automated inputs cause selection of the group **2202** labeled “Mobile networks” resulting in retrieval of a list **2230** of groups of mobile network settings; selection of an entry **2203** labeled “Access point names” resulting in retrieval of a list **2240** of APNs; and selection of a specific APN **2204**. Further automated inputs to the device UI **2200** can cause retrieval of information specific to APN **2204**, altering and/or writing new APN settings.

In this embodiment, the selectable items corresponding to apps and settings are displayed on device **211** while the automated inputs are performed. Items displayed and used in the UI automation troubleshooting/problem resolution procedure can be pointed out to the customer. Furthermore, in some embodiments, the UI automation inputs are performed with a predetermined time delay, so that the successive displays are shown at a human-readable speed and the customer can follow the sequence of selections.

It will be appreciated that UI automation can provide device diagnosis and repair remotely, improving the customer care experience while reducing the cost of providing customer care.

It will be appreciated that this procedure can obtain, correct and/or create device settings more quickly and

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accurately than in a customer care session where customer care agent **215** has a conversation **219** with customer **2100**, who verbally describes a problem and manually makes inputs to device **211** according to verbal instructions from the care agent.

In a further embodiment, UI automation may be used to enable a network service on device **211**. For example, if device **211** is capable of voice over long-term evolution (VoLTE) service but the customer cannot activate the service, UI automation can make input to the device UI **2200** to select “Settings” on the home screen display **2210**, input selections on successive screens presented by the device UI to retrieve a list of settings options relating to mobile networks, and enable the option for “Enhanced LTE Services” to configure the device to use VoLTE.

FIG. 2C is a block diagram schematically illustrating a system **203** for user interface (UI) automation of a customer communication device, in accordance with an embodiment of the disclosure. In this embodiment, a computing device **230** (also referred to herein as a controlling device) for controlling a customer device **211** has UI automation software **236** installed thereon, and can communicate via network **212** with customer care server **213** and equipment of customer care agent **215**. The customer communication device **211**, which includes a UI **233**, is separate from the controlling device and connects to controlling device **230** via a hardware connector **235**. In this embodiment, connector **235** is a USB cable connecting to USB ports on devices **211**, **230** respectively. In another embodiment, the communication device and controlling device can connect utilizing a wireless link (e.g., WiFi, Bluetooth, peer-to-peer communication, etc.).

Controlling device **230** can be a laptop computer, desktop computer, tablet, etc. belonging to the customer **2100**. In an embodiment, the customer **2100** engages in an offline conversation **219** with a human customer care agent (typically using a conventional telephone connection), who advises the customer to connect the device **211** to another computing device of the customer and to establish communication with the customer care server **213** via the network **212** using that computing device. Once this is done, the customer computing device (laptop, desktop, tablet, etc.) can be provided with UI automation software (for example, by a download initiated by the customer using a link transmitted from the customer care agent; as a result of the UI automation software being pushed to the customer’s device from the customer care server **213**; or some other procedure). The customer computing device thus can become the controlling device **230** for purposes of troubleshooting and resolution of the customer care issue regarding device **211**. In an embodiment, the installation of the UI automation software on the customer laptop/desktop/tablet can have an expiration time predetermined by the customer care server.

Alternatively, controlling device **230** can be owned and/or operated by a provider of network services and made available in a public place; for example, a kiosk in a store, shopping mall, air/bus/train terminal, etc.

FIG. 2D is a flowchart depicting an illustrative embodiment of a method **204** in accordance with various aspects described herein, with reference to system **203** of FIG. 2C. User interface automation software is installed on a controlling device (step **2401**). When a device user becomes aware of a customer care issue (step **2402**), the device user connects the communication device to the controlling device (step **2406**).

The UI automation software is then registered with the customer care server (step **2408**), if it has not been registered

previously; the customer care server thus receives information regarding the controlling device and, when the customer device **211** is connected to the controlling device, can provide a communication path via the network **212** to the controlling device and the customer device. The customer care server notifies customer care agent **215** of the issue involving customer device **211** (step **2410**). The customer care agent then communicates with the UI automation software (step **2412**) for troubleshooting and resolution of the customer care issue.

In this embodiment, a human customer care agent uses his/her local equipment to communicate over network **212** with the controlling device **230**, in order to initiate a UI automation troubleshooting and problem resolution process. In an embodiment, the customer care agent can invoke the UI automation software by making an input (e.g., a key-stroke at key **239**) to his/her local computing device. In a particular embodiment, the customer care agent communicates via a virtual machine established by the provider of network services.

It will be appreciated that this procedure can provide troubleshooting and resolution of a customer care issue more quickly and efficiently than in a customer care session where, for example, customer **2100** has a conversation with customer care agent **215** and then yields control of his/her device to the customer care agent, who then makes inputs to device **211** remotely and must evaluate each successive display at UI **2200**.

The controlling device, executing the UI automation software, makes inputs to the UI of the customer device to perform the resolution procedure (step **2414**). The resolution procedure may include, for example, resetting network settings, enabling network service(s), collecting and/or inspecting settings of device **211**, or writing new settings.

FIG. **2E** is a block diagram schematically illustrating a system **205** for user interface (UI) automation of a customer communication device, in accordance with an embodiment of the disclosure. In this embodiment, UI automation of customer device **211** is provided via a browser **250** executing on the controlling device **230**; accordingly, installation of UI automation software on the controlling device is not required. As in the system **203**, the customer device **211**, which includes UI **233**, is separate from the controlling device and connects to controlling device **230** via connector **235**; connector **235** can be a USB cable connecting to USB ports on devices **211**, **230** respectively.

In this embodiment, customer care agent **215** can communicate with customer care server **213** and with browser **250**, to diagnose the customer care issue and direct the controlling device to initiate a resolution procedure.

FIG. **2F** is a flowchart depicting an illustrative embodiment of a method **206** in accordance with various aspects described herein, with reference to system **205** of FIG. **2E**. In this embodiment, the customer (user of device **211**) has access to the control device. When the customer becomes aware of a customer care issue (step **2602**) the customer logs on to a website **251** of the customer care provider through browser **250** on the controlling device (step **2604**). The customer also connects the communication device **211** to controlling device **230** using connector **235** (step **2606**); the connector can be a USB cable.

The browser notifies the customer care server that an issue has been detected regarding device **211** connected to the controlling device (step **2608**); the customer care server then notifies customer care agent **215** (step **2610**). The customer care agent then communicates with the browser (step **2612**) for troubleshooting and resolution of the customer care

issue. In this embodiment, the customer care agent can invoke the UI automation software by making an input to his/her local computing device. The browser can then make inputs to the UI **233** of the communication device (step **2614**) to perform a resolution procedure (as opposed to the customer care agent having to make inputs to the UI remotely).

FIG. **2G** is a block diagram schematically illustrating a system **207** for user interface (UI) automation of a customer communication device, in accordance with an embodiment of the disclosure. In this embodiment, the controlling device for the customer device **211** is a dedicated hardware device **270**; accordingly, neither software installation nor a browser is required. As in systems **203** and **205**, the customer device **211**, which includes UI **233**, is separate from the controlling device and connects to controlling device **270** via connector **235**; connector **235** can be a USB cable connecting to USB ports on devices **211**, **270** respectively.

Controlling device **270** communicates with customer care server **213** via network **212**. In this embodiment, equipment of customer care agent **215** is also in communication with customer care server **213** and thus can communicate with controlling device **270** for troubleshooting and problem resolution.

FIG. **2H** is a flowchart depicting an illustrative embodiment of a method **208** in accordance with various aspects described herein, with reference to system **207** of FIG. **2G**. When the customer becomes aware of a customer care issue (step **2802**) the customer connects the communication device **211** to controlling device **270** using connector **235** (step **2806**); the connector can be a USB cable.

The controlling device notifies the customer care server that the device **211** is connected to the controlling device for resolution of a customer care issue (step **2808**). The customer care server then notifies the customer care agent (step **2810**), who then communicates with the controlling device (step **2812**) to obtain information including device settings information of device **211**. In accordance with analysis and diagnosis by the customer care agent, the customer care agent can direct the controlling device to perform a resolution procedure by making an input to his/her local computing device. The controlling device then sends inputs to the communication device UI to initiate a resolution procedure (step **2814**).

FIG. **2I** is a block diagram schematically illustrating a system **209** for user interface (UI) automation of a customer communication device, in accordance with an additional embodiment of the disclosure. In this embodiment, customer **2100** connects device **211** to controlling device **230**, and can use the controlling device (e.g. making inputs via a keyboard on device **230**) to select a troubleshooting option, perform diagnostics, and initiate a resolution procedure for a customer care issue regarding device **211**. (This may be viewed as a “self-serve” scenario for troubleshooting and resolution of customer care issues, since a customer care agent is not present.)

In an embodiment, the customer logs on to a website **291** of the customer care provider through browser **290** on the controlling device; the website then can present the customer with various options for addressing the customer care issue. In another embodiment, the customer can install on the controlling device UI automation software downloaded from network **212**; the UI automation software may be made available by the customer care provider (typically the provider of communication services to which the customer is subscribed), or offered by another source. In this embodiment, the UI automation software may be installed on a

computing device of the customer (laptop, desktop, tablet, etc.) with a predetermined expiration time, and/or with other restrictions such as transfer of the UI automation software to an additional customer device being prohibited. More generally, in this self-serve scenario the UI automation software may be made available to the customer subject to digital rights management (DRM) conditions, which the customer is requested to accept via an online agreement prior to download of the UI automation software at the customer's computing device.

FIG. 2J is a flowchart depicting an illustrative embodiment of a method **210** in accordance with various aspects described herein, with reference to system **209** of FIG. 2I. When the customer becomes aware of a customer care issue (step **2102**) the customer logs on to website **291** of the customer care provider through browser **290** on the controlling device (step **2104**). The customer also connects the communication device **211** to controlling device **230** using connector **235** (step **2106**); the connector can be a USB cable.

The browser notifies the customer care server that an issue has been detected regarding device **211** connected to the controlling device (step **2108**). The customer then inputs to the controlling device **230** selection of one or more options (step **2110**) for troubleshooting and resolution of the customer care issue. The browser can then make inputs to the UI **233** of the communication device (step **2112**) to perform a resolution procedure.

Alternatively, the customer can install UI automation software on the controlling device **230** (step **2121**) and, after connecting device **211** to the controlling device, invoke the UI automation software by making an input to the controlling device (step **2123**). The controlling device, executing the UI automation software, makes inputs to the UI of the customer device to perform the resolution procedure (step **2125**).

While for purposes of simplicity of explanation, the respective processes are shown and described as a series of blocks in FIGS. 2D, 2F, 2H and 2J, it is to be understood and appreciated that the claimed subject matter is not limited by the order of the blocks, as some blocks may occur in different orders and/or concurrently with other blocks from what is depicted and described herein. Moreover, not all illustrated blocks may be required to implement the methods described herein.

The systems and methods described above in FIGS. 2B-2J relate to specific arrangements for deploying UI automation for troubleshooting and problem resolution at communication devices. However, the disclosure is not so limited. More generally, a wide variety of troubleshooting and problem resolution procedures may be performed using such arrangements.

Referring now to FIG. 3, a block diagram **300** is shown illustrating an example, non-limiting embodiment of a virtualized communication network in accordance with various aspects described herein. In particular a virtualized communication network is presented that can be used to implement some or all of the subsystems and functions of communication network **100**, subsystems and functions of system **201**, and methods **202**, **204**, **206**, **208** and **210** presented in FIGS. 1, 2B, 2D, 2F, 2H and 2J. For example, virtualized communication network **300** can facilitate in whole or in part receiving a login signal via a browser installed on the controlling device to initiate communication with a customer care server over a communication network, where the communication includes notice of a customer care issue associated with a communication device coupled to the

controlling device by a communication link separate from the communication network, and the customer care server is separate from the controlling device and the communication device; and receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue, where the equipment of the customer care agent is in communication with the customer care server over the communication network, and the information enables user interface automation at a user interface of the communication device.

In particular, a cloud networking architecture is shown that leverages cloud technologies and supports rapid innovation and scalability via a transport layer **350**, a virtualized network function cloud **325** and/or one or more cloud computing environments **375**. In various embodiments, this cloud networking architecture is an open architecture that leverages application programming interfaces (APIs); reduces complexity from services and operations; supports more nimble business models; and rapidly and seamlessly scales to meet evolving customer requirements including traffic growth, diversity of traffic types, and diversity of performance and reliability expectations.

In contrast to traditional network elements—which are typically integrated to perform a single function, the virtualized communication network employs virtual network elements (VNEs) **330**, **332**, **334**, etc. that perform some or all of the functions of network elements **150**, **152**, **154**, **156**, etc. For example, the network architecture can provide a substrate of networking capability, often called Network Function Virtualization Infrastructure (NFVI) or simply infrastructure that is capable of being directed with software and Software Defined Networking (SDN) protocols to perform a broad variety of network functions and services. This infrastructure can include several types of substrates. The most typical type of substrate being servers that support Network Function Virtualization (NFV), followed by packet forwarding capabilities based on generic computing resources, with specialized network technologies brought to bear when general purpose processors or general purpose integrated circuit devices offered by merchants (referred to herein as merchant silicon) are not appropriate. In this case, communication services can be implemented as cloud-centric workloads.

As an example, a traditional network element **150** (shown in FIG. 1), such as an edge router can be implemented via a VNE **330** composed of NFV software modules, merchant silicon, and associated controllers. The software can be written so that increasing workload consumes incremental resources from a common resource pool, and moreover so that it's elastic: so the resources are only consumed when needed. In a similar fashion, other network elements such as other routers, switches, edge caches, and middle-boxes are instantiated from the common resource pool. Such sharing of infrastructure across a broad set of uses makes planning and growing infrastructure easier to manage.

In an embodiment, the transport layer **350** includes fiber, cable, wired and/or wireless transport elements, network elements and interfaces to provide broadband access **110**, wireless access **120**, voice access **130**, media access **140** and/or access to content sources **175** for distribution of content to any or all of the access technologies. In particular, in some cases a network element needs to be positioned at a specific place, and this allows for less sharing of common infrastructure. Other times, the network elements have specific physical layer adapters that cannot be abstracted or virtualized, and might require special DSP code and analog front-ends (AFEs) that do not lend themselves to implemen-

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tation as VNEs 330, 332 or 334. These network elements can be included in transport layer 350.

The virtualized network function cloud 325 interfaces with the transport layer 350 to provide the VNEs 330, 332, 334, etc. to provide specific NFVs. In particular, the virtualized network function cloud 325 leverages cloud operations, applications, and architectures to support networking workloads. The virtualized network elements 330, 332 and 334 can employ network function software that provides either a one-for-one mapping of traditional network element function or alternately some combination of network functions designed for cloud computing. For example, VNEs 330, 332 and 334 can include route reflectors, domain name system (DNS) servers, and dynamic host configuration protocol (DHCP) servers, system architecture evolution (SAE) and/or mobility management entity (MME) gateways, broadband network gateways, IP edge routers for IP-VPN, Ethernet and other services, load balancers, distributors and other network elements. Because these elements don't typically need to forward large amounts of traffic, their workload can be distributed across a number of servers—each of which adds a portion of the capability, and overall which creates an elastic function with higher availability than its former monolithic version. These virtual network elements 330, 332, 334, etc. can be instantiated and managed using an orchestration approach similar to those used in cloud compute services.

The cloud computing environments 375 can interface with the virtualized network function cloud 325 via APIs that expose functional capabilities of the VNEs 330, 332, 334, etc. to provide the flexible and expanded capabilities to the virtualized network function cloud 325. In particular, network workloads may have applications distributed across the virtualized network function cloud 325 and cloud computing environment 375 and in the commercial cloud, or might simply orchestrate workloads supported entirely in NFV infrastructure from these third party locations.

Turning now to FIG. 4, there is illustrated a block diagram of a computing environment in accordance with various aspects described herein. In order to provide additional context for various embodiments of the embodiments described herein, FIG. 4 and the following discussion are intended to provide a brief, general description of a suitable computing environment 400 in which the various embodiments of the subject disclosure can be implemented. In particular, computing environment 400 can be used in the implementation of network elements 150, 152, 154, 156, access terminal 112, base station or access point 122, switching device 132, media terminal 142, and/or VNEs 330, 332, 334, etc. Each of these devices can be implemented via computer-executable instructions that can run on one or more computers, and/or in combination with other program modules and/or as a combination of hardware and software. For example, computing environment 400 can facilitate in whole or in part installing user interface automation software provided by a customer care server, where the controlling device communicates with the customer care server over a communication network and the customer care server is separate from the controlling device, and receiving information from equipment of a customer care agent regarding a customer care issue associated with a communication device that is coupled to the controlling device by a communication link separate from the communication network.

Generally, program modules comprise routines, programs, components, data structures, etc., that perform particular tasks or implement particular abstract data types.

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Moreover, those skilled in the art will appreciate that the methods can be practiced with other computer system configurations, comprising single-processor or multiprocessor computer systems, minicomputers, mainframe computers, as well as personal computers, hand-held computing devices, microprocessor-based or programmable consumer electronics, and the like, each of which can be operatively coupled to one or more associated devices.

As used herein, a processing circuit includes one or more processors as well as other application specific circuits such as an application specific integrated circuit, digital logic circuit, state machine, programmable gate array or other circuit that processes input signals or data and that produces output signals or data in response thereto. It should be noted that while any functions and features described herein in association with the operation of a processor could likewise be performed by a processing circuit.

The illustrated embodiments of the embodiments herein can be also practiced in distributed computing environments where certain tasks are performed by remote processing devices that are linked through a communications network. In a distributed computing environment, program modules can be located in both local and remote memory storage devices.

Computing devices typically comprise a variety of media, which can comprise computer-readable storage media and/or communications media, which two terms are used herein differently from one another as follows. Computer-readable storage media can be any available storage media that can be accessed by the computer and comprises both volatile and nonvolatile media, removable and non-removable media. By way of example, and not limitation, computer-readable storage media can be implemented in connection with any method or technology for storage of information such as computer-readable instructions, program modules, structured data or unstructured data.

Computer-readable storage media can comprise, but are not limited to, random access memory (RAM), read only memory (ROM), electrically erasable programmable read only memory (EEPROM), flash memory or other memory technology, compact disk read only memory (CD-ROM), digital versatile disk (DVD) or other optical disk storage, magnetic cassettes, magnetic tape, magnetic disk storage or other magnetic storage devices or other tangible and/or non-transitory media which can be used to store desired information. In this regard, the terms “tangible” or “non-transitory” herein as applied to storage, memory or computer-readable media, are to be understood to exclude only propagating transitory signals per se as modifiers and do not relinquish rights to all standard storage, memory or computer-readable media that are not only propagating transitory signals per se.

Computer-readable storage media can be accessed by one or more local or remote computing devices, e.g., via access requests, queries or other data retrieval protocols, for a variety of operations with respect to the information stored by the medium.

Communications media typically embody computer-readable instructions, data structures, program modules or other structured or unstructured data in a data signal such as a modulated data signal, e.g., a carrier wave or other transport mechanism, and comprises any information delivery or transport media. The term “modulated data signal” or signals refers to a signal that has one or more of its characteristics set or changed in such a manner as to encode information in one or more signals. By way of example, and not limitation, communication media comprise wired media, such as a

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wired network or direct-wired connection, and wireless media such as acoustic, RF, infrared and other wireless media.

With reference again to FIG. 4, the example environment can comprise a computer 402, the computer 402 comprising a processing unit 404, a system memory 406 and a system bus 408. The system bus 408 couples system components including, but not limited to, the system memory 406 to the processing unit 404. The processing unit 404 can be any of various commercially available processors. Dual microprocessors and other multiprocessor architectures can also be employed as the processing unit 404.

The system bus 408 can be any of several types of bus structure that can further interconnect to a memory bus (with or without a memory controller), a peripheral bus, and a local bus using any of a variety of commercially available bus architectures. The system memory 406 comprises ROM 410 and RAM 412. A basic input/output system (BIOS) can be stored in a non-volatile memory such as ROM, erasable programmable read only memory (EPROM), EEPROM, which BIOS contains the basic routines that help to transfer information between elements within the computer 402, such as during startup. The RAM 412 can also comprise a high-speed RAM such as static RAM for caching data.

The computer 402 further comprises an internal hard disk drive (HDD) 414 (e.g., EIDE, SATA), which internal HDD 414 can also be configured for external use in a suitable chassis (not shown), a magnetic floppy disk drive (FDD) 416, (e.g., to read from or write to a removable diskette 418) and an optical disk drive 420, (e.g., reading a CD-ROM disk 422 or, to read from or write to other high capacity optical media such as the DVD). The HDD 414, magnetic FDD 416 and optical disk drive 420 can be connected to the system bus 408 by a hard disk drive interface 424, a magnetic disk drive interface 426 and an optical drive interface 428, respectively. The hard disk drive interface 424 for external drive implementations comprises at least one or both of Universal Serial Bus (USB) and Institute of Electrical and Electronics Engineers (IEEE) 1394 interface technologies. Other external drive connection technologies are within contemplation of the embodiments described herein.

The drives and their associated computer-readable storage media provide nonvolatile storage of data, data structures, computer-executable instructions, and so forth. For the computer 402, the drives and storage media accommodate the storage of any data in a suitable digital format. Although the description of computer-readable storage media above refers to a hard disk drive (HDD), a removable magnetic diskette, and a removable optical media such as a CD or DVD, it should be appreciated by those skilled in the art that other types of storage media which are readable by a computer, such as zip drives, magnetic cassettes, flash memory cards, cartridges, and the like, can also be used in the example operating environment, and further, that any such storage media can contain computer-executable instructions for performing the methods described herein.

A number of program modules can be stored in the drives and RAM 412, comprising an operating system 430, one or more application programs 432, other program modules 434 and program data 436. All or portions of the operating system, applications, modules, and/or data can also be cached in the RAM 412. The systems and methods described herein can be implemented utilizing various commercially available operating systems or combinations of operating systems.

A user can enter commands and information into the computer 402 through one or more wired/wireless input

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devices, e.g., a keyboard 438 and a pointing device, such as a mouse 440. Other input devices (not shown) can comprise a microphone, an infrared (IR) remote control, a joystick, a game pad, a stylus pen, touch screen or the like. These and other input devices are often connected to the processing unit 404 through an input device interface 442 that can be coupled to the system bus 408, but can be connected by other interfaces, such as a parallel port, an IEEE 1394 serial port, a game port, a universal serial bus (USB) port, an IR interface, etc.

A monitor 444 or other type of display device can be also connected to the system bus 408 via an interface, such as a video adapter 446. It will also be appreciated that in alternative embodiments, a monitor 444 can also be any display device (e.g., another computer having a display, a smart phone, a tablet computer, etc.) for receiving display information associated with computer 402 via any communication means, including via the Internet and cloud-based networks. In addition to the monitor 444, a computer typically comprises other peripheral output devices (not shown), such as speakers, printers, etc.

The computer 402 can operate in a networked environment using logical connections via wired and/or wireless communications to one or more remote computers, such as a remote computer(s) 448. The remote computer(s) 448 can be a workstation, a server computer, a router, a personal computer, portable computer, microprocessor-based entertainment appliance, a peer device or other common network node, and typically comprises many or all of the elements described relative to the computer 402, although, for purposes of brevity, only a remote memory/storage device 450 is illustrated. The logical connections depicted comprise wired/wireless connectivity to a local area network (LAN) 452 and/or larger networks, e.g., a wide area network (WAN) 454. Such LAN and WAN networking environments are commonplace in offices and companies, and facilitate enterprise-wide computer networks, such as intranets, all of which can connect to a global communications network, e.g., the Internet.

When used in a LAN networking environment, the computer 402 can be connected to the LAN 452 through a wired and/or wireless communication network interface or adapter 456. The adapter 456 can facilitate wired or wireless communication to the LAN 452, which can also comprise a wireless AP disposed thereon for communicating with the adapter 456.

When used in a WAN networking environment, the computer 402 can comprise a modem 458 or can be connected to a communications server on the WAN 454 or has other means for establishing communications over the WAN 454, such as by way of the Internet. The modem 458, which can be internal or external and a wired or wireless device, can be connected to the system bus 408 via the input device interface 442. In a networked environment, program modules depicted relative to the computer 402 or portions thereof, can be stored in the remote memory/storage device 450. It will be appreciated that the network connections shown are example and other means of establishing a communications link between the computers can be used.

The computer 402 can be operable to communicate with any wireless devices or entities operatively disposed in wireless communication, e.g., a printer, scanner, desktop and/or portable computer, portable data assistant, communications satellite, any piece of equipment or location associated with a wirelessly detectable tag (e.g., a kiosk, news stand, restroom), and telephone. This can comprise Wireless Fidelity (Wi-Fi) and BLUETOOTH® wireless technologies.

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Thus, the communication can be a predefined structure as with a conventional network or simply an ad hoc communication between at least two devices.

Wi-Fi can allow connection to the Internet from a couch at home, a bed in a hotel room or a conference room at work, without wires. Wi-Fi is a wireless technology similar to that used in a cell phone that enables such devices, e.g., computers, to send and receive data indoors and out; anywhere within the range of a base station. Wi-Fi networks use radio technologies called IEEE 802.11 (a, b, g, n, ac, ag, etc.) to provide secure, reliable, fast wireless connectivity. A Wi-Fi network can be used to connect computers to each other, to the Internet, and to wired networks (which can use IEEE 802.3 or Ethernet). Wi-Fi networks operate in the unlicensed 2.4 and 5 GHz radio bands for example or with products that contain both bands (dual band), so the networks can provide real-world performance similar to the basic 10BaseT wired Ethernet networks used in many offices.

Turning now to FIG. 5, an embodiment 500 of a mobile network platform 510 is shown that is an example of network elements 150, 152, 154, 156, and/or VNEs 330, 332, 334, etc. For example, platform 510 can facilitate in whole or in part effecting an input to a user interface of a mobile communication device via a communication link to initiate a resolution procedure for a customer care issue; the input to the user interface comprises a selection from a plurality of selectable items presented at a display of the communication device, and the resolution procedure comprises resetting network settings for facilitating communication over the communication network, enabling a network service, collecting information regarding the network settings, and/or providing new network settings. In one or more embodiments, the mobile network platform 510 can generate and receive signals transmitted and received by base stations or access points such as base station or access point 122. Generally, mobile network platform 510 can comprise components, e.g., nodes, gateways, interfaces, servers, or disparate platforms, that facilitate both packet-switched (PS) (e.g., internet protocol (IP), frame relay, asynchronous transfer mode (ATM)) and circuit-switched (CS) traffic (e.g., voice and data), as well as control generation for networked wireless telecommunication.

As a non-limiting example, mobile network platform 510 can be included in telecommunications carrier networks, and can be considered carrier-side components as discussed elsewhere herein. Mobile network platform 510 comprises CS gateway node(s) 512 which can interface CS traffic received from legacy networks like telephony network(s) 540 (e.g., public switched telephone network (PSTN), or public land mobile network (PLMN)) or a signaling system #7 (SS7) network 560. CS gateway node(s) 512 can authorize and authenticate traffic (e.g., voice) arising from such networks. Additionally, CS gateway node(s) 512 can access mobility, or roaming, data generated through SS7 network 560; for instance, mobility data stored in a visited location register (VLR), which can reside in memory 530. Moreover, CS gateway node(s) 512 interfaces CS-based traffic and signaling and PS gateway node(s) 518. As an example, in a 3GPP UMTS network, CS gateway node(s) 512 can be realized at least in part in gateway GPRS support node(s) (GGSN). It should be appreciated that functionality and specific operation of CS gateway node(s) 512, PS gateway node(s) 518, and serving node(s) 516, is provided and dictated by radio technology(ies) utilized by mobile network platform 510 for telecommunication over a radio access network 520 with other devices, such as a radiotelephone 575.

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In addition to receiving and processing CS-switched traffic and signaling, PS gateway node(s) 518 can authorize and authenticate PS-based data sessions with served mobile devices. Data sessions can comprise traffic, or content(s), exchanged with networks external to the mobile network platform 510, like wide area network(s) (WANs) 550, enterprise network(s) 570, and service network(s) 580, which can be embodied in local area network(s) (LANs), can also be interfaced with mobile network platform 510 through PS gateway node(s) 518. It is to be noted that WANs 550 and enterprise network(s) 570 can embody, at least in part, a service network(s) like IP multimedia subsystem (IMS). Based on radio technology layer(s) available in technology resource(s) or radio access network 520, PS gateway node(s) 518 can generate packet data protocol contexts when a data session is established; other data structures that facilitate routing of packetized data also can be generated. To that end, in an aspect, PS gateway node(s) 518 can comprise a tunnel interface (e.g., tunnel termination gateway (TTG) in 3GPP UMTS network(s) (not shown)) which can facilitate packetized communication with disparate wireless network(s), such as Wi-Fi networks.

In embodiment 500, mobile network platform 510 also comprises serving node(s) 516 that, based upon available radio technology layer(s) within technology resource(s) in the radio access network 520, convey the various packetized flows of data streams received through PS gateway node(s) 518. It is to be noted that for technology resource(s) that rely primarily on CS communication, server node(s) can deliver traffic without reliance on PS gateway node(s) 518; for example, server node(s) can embody at least in part a mobile switching center. As an example, in a 3GPP UMTS network, serving node(s) 516 can be embodied in serving GPRS support node(s) (SGSN).

For radio technologies that exploit packetized communication, server(s) 514 in mobile network platform 510 can execute numerous applications that can generate multiple disparate packetized data streams or flows, and manage (e.g., schedule, queue, format . . .) such flows. Such application(s) can comprise add-on features to standard services (for example, provisioning, billing, customer support . . .) provided by mobile network platform 510. Data streams (e.g., content(s) that are part of a voice call or data session) can be conveyed to PS gateway node(s) 518 for authorization/authentication and initiation of a data session, and to serving node(s) 516 for communication thereafter. In addition to application server, server(s) 514 can comprise utility server(s), a utility server can comprise a provisioning server, an operations and maintenance server, a security server that can implement at least in part a certificate authority and firewalls as well as other security mechanisms, and the like. In an aspect, security server(s) secure communication served through mobile network platform 510 to ensure network's operation and data integrity in addition to authorization and authentication procedures that CS gateway node(s) 512 and PS gateway node(s) 518 can enact. Moreover, provisioning server(s) can provision services from external network(s) like networks operated by a disparate service provider; for instance, WAN 550 or Global Positioning System (GPS) network(s) (not shown). Provisioning server(s) can also provision coverage through networks associated to mobile network platform 510 (e.g., deployed and operated by the same service provider), such as the distributed antennas networks shown in FIG. 1(s) that enhance wireless service coverage by providing more network coverage.

It is to be noted that server(s) **514** can comprise one or more processors configured to confer at least in part the functionality of mobile network platform **510**. To that end, the one or more processor can execute code instructions stored in memory **530**, for example. It is should be appreciated that server(s) **514** can comprise a content manager, which operates in substantially the same manner as described hereinbefore.

In example embodiment **500**, memory **530** can store information related to operation of mobile network platform **510**. Other operational information can comprise provisioning information of mobile devices served through mobile network platform **510**, subscriber databases; application intelligence, pricing schemes, e.g., promotional rates, flat-rate programs, couponing campaigns; technical specification(s) consistent with telecommunication protocols for operation of disparate radio, or wireless, technology layers; and so forth. Memory **530** can also store information from at least one of telephony network(s) **540**, WAN **550**, SS7 network **560**, or enterprise network(s) **570**. In an aspect, memory **530** can be, for example, accessed as part of a data store component or as a remotely connected memory store.

In order to provide a context for the various aspects of the disclosed subject matter, FIG. **5**, and the following discussion, are intended to provide a brief, general description of a suitable environment in which the various aspects of the disclosed subject matter can be implemented. While the subject matter has been described above in the general context of computer-executable instructions of a computer program that runs on a computer and/or computers, those skilled in the art will recognize that the disclosed subject matter also can be implemented in combination with other program modules. Generally, program modules comprise routines, programs, components, data structures, etc. that perform particular tasks and/or implement particular abstract data types.

Turning now to FIG. **6**, an illustrative embodiment of a communication device **600** is shown. The communication device **600** can serve as an illustrative embodiment of devices such as data terminals **114**, mobile devices **124**, vehicle **126**, display devices **144** or other client devices for communication via either communications network **125**. For example, computing device **600** can facilitate in whole or in part receiving a login signal via a browser installed on the controlling device to initiate communication with a customer care server over a communication network, where the communication includes notice of a customer care issue associated with a communication device coupled to the controlling device by a communication link separate from the communication network and the customer care server is separate from the controlling device and the communication device, and receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue, where the equipment of the customer care agent is in communication with the customer care server over the communication network, and the information enables user interface automation at a user interface of the communication device.

The communication device **600** can comprise a wireline and/or wireless transceiver **602** (herein transceiver **602**), a user interface (UI) **604**, a power supply **614**, a location receiver **616**, a motion sensor **618**, an orientation sensor **620**, and a controller **606** for managing operations thereof. The transceiver **602** can support short-range or long-range wireless access technologies such as Bluetooth®, ZigBee®, WiFi, DECT, or cellular communication technologies, just to mention a few (Bluetooth® and ZigBee® are trademarks

registered by the Bluetooth® Special Interest Group and the ZigBee® Alliance, respectively). Cellular technologies can include, for example, CDMA-1X, UMTS/HSDPA, GSM/GPRS, TDMA/EDGE, EV/DO, WiMAX, SDR, LTE, as well as other next generation wireless communication technologies as they arise. The transceiver **602** can also be adapted to support circuit-switched wireline access technologies (such as PSTN), packet-switched wireline access technologies (such as TCP/IP, VoIP, etc.), and combinations thereof.

The UI **604** can include a depressible or touch-sensitive keypad **608** with a navigation mechanism such as a roller ball, a joystick, a mouse, or a navigation disk for manipulating operations of the communication device **600**. The keypad **608** can be an integral part of a housing assembly of the communication device **600** or an independent device operably coupled thereto by a tethered wireline interface (such as a USB cable) or a wireless interface supporting for example Bluetooth®. The keypad **608** can represent a numeric keypad commonly used by phones, and/or a QWERTY keypad with alphanumeric keys. The UI **604** can further include a display **610** such as monochrome or color LCD (Liquid Crystal Display), OLED (Organic Light Emitting Diode) or other suitable display technology for conveying images to an end user of the communication device **600**. In an embodiment where the display **610** is touch-sensitive, a portion or all of the keypad **608** can be presented by way of the display **610** with navigation features.

The display **610** can use touch screen technology to also serve as a user interface for detecting user input. As a touch screen display, the communication device **600** can be adapted to present a user interface having graphical user interface (GUI) elements that can be selected by a user with a touch of a finger. The display **610** can be equipped with capacitive, resistive or other forms of sensing technology to detect how much surface area of a user's finger has been placed on a portion of the touch screen display. This sensing information can be used to control the manipulation of the GUI elements or other functions of the user interface. The display **610** can be an integral part of the housing assembly of the communication device **600** or an independent device communicatively coupled thereto by a tethered wireline interface (such as a cable) or a wireless interface.

The UI **604** can also include an audio system **612** that utilizes audio technology for conveying low volume audio (such as audio heard in proximity of a human ear) and high volume audio (such as speakerphone for hands free operation). The audio system **612** can further include a microphone for receiving audible signals of an end user. The audio system **612** can also be used for voice recognition applications. The UI **604** can further include an image sensor **613** such as a charged coupled device (CCD) camera for capturing still or moving images.

The power supply **614** can utilize common power management technologies such as replaceable and rechargeable batteries, supply regulation technologies, and/or charging system technologies for supplying energy to the components of the communication device **600** to facilitate long-range or short-range portable communications. Alternatively, or in combination, the charging system can utilize external power sources such as DC power supplied over a physical interface such as a USB port or other suitable tethering technologies.

The location receiver **616** can utilize location technology such as a global positioning system (GPS) receiver capable of assisted GPS for identifying a location of the communication device **600** based on signals generated by a constellation of GPS satellites, which can be used for facilitating

location services such as navigation. The motion sensor **618** can utilize motion sensing technology such as an accelerometer, a gyroscope, or other suitable motion sensing technology to detect motion of the communication device **600** in three-dimensional space. The orientation sensor **620** can utilize orientation sensing technology such as a magnetometer to detect the orientation of the communication device **600** (north, south, west, and east, as well as combined orientations in degrees, minutes, or other suitable orientation metrics).

The communication device **600** can use the transceiver **602** to also determine a proximity to a cellular, WiFi, Bluetooth®, or other wireless access points by sensing techniques such as utilizing a received signal strength indicator (RSSI) and/or signal time of arrival (TOA) or time of flight (TOF) measurements. The controller **606** can utilize computing technologies such as a microprocessor, a digital signal processor (DSP), programmable gate arrays, application specific integrated circuits, and/or a video processor with associated storage memory such as Flash, ROM, RAM, SRAM, DRAM or other storage technologies for executing computer instructions, controlling, and processing data supplied by the aforementioned components of the communication device **600**.

Other components not shown in FIG. 6 can be used in one or more embodiments of the subject disclosure. For instance, the communication device **600** can include a slot for adding or removing an identity module such as a Subscriber Identity Module (SIM) card or Universal Integrated Circuit Card (UICC). SIM or UICC cards can be used for identifying subscriber services, executing programs, storing subscriber data, and so on.

The terms “first,” “second,” “third,” and so forth, as used in the claims, unless otherwise clear by context, is for clarity only and doesn’t otherwise indicate or imply any order in time. For instance, “a first determination,” “a second determination,” and “a third determination,” does not indicate or imply that the first determination is to be made before the second determination, or vice versa, etc.

In the subject specification, terms such as “store,” “storage,” “data store,” data storage,” “database,” and substantially any other information storage component relevant to operation and functionality of a component, refer to “memory components,” or entities embodied in a “memory” or components comprising the memory. It will be appreciated that the memory components described herein can be either volatile memory or nonvolatile memory, or can comprise both volatile and nonvolatile memory, by way of illustration, and not limitation, volatile memory, non-volatile memory, disk storage, and memory storage. Further, non-volatile memory can be included in read only memory (ROM), programmable ROM (PROM), electrically programmable ROM (EPROM), electrically erasable ROM (EEPROM), or flash memory. Volatile memory can comprise random access memory (RAM), which acts as external cache memory. By way of illustration and not limitation, RAM is available in many forms such as synchronous RAM (SRAM), dynamic RAM (DRAM), synchronous DRAM (SDRAM), double data rate SDRAM (DDR SDRAM), enhanced SDRAM (ESDRAM), Synchlink DRAM (SL-DRAM), and direct Rambus RAM (DRRAM). Additionally, the disclosed memory components of systems or methods herein are intended to comprise, without being limited to comprising, these and any other suitable types of memory.

Moreover, it will be noted that the disclosed subject matter can be practiced with other computer system configurations, comprising single-processor or multiprocessor

computer systems, mini-computing devices, mainframe computers, as well as personal computers, hand-held computing devices (e.g., PDA, phone, smartphone, watch, tablet computers, netbook computers, etc.), microprocessor-based or programmable consumer or industrial electronics, and the like. The illustrated aspects can also be practiced in distributed computing environments where tasks are performed by remote processing devices that are linked through a communications network; however, some if not all aspects of the subject disclosure can be practiced on stand-alone computers. In a distributed computing environment, program modules can be located in both local and remote memory storage devices.

In one or more embodiments, information regarding use of services can be generated including services being accessed, media consumption history, user preferences, and so forth. This information can be obtained by various methods including user input, detecting types of communications (e.g., video content vs. audio content), analysis of content streams, sampling, and so forth. The generating, obtaining and/or monitoring of this information can be responsive to an authorization provided by the user. In one or more embodiments, an analysis of data can be subject to authorization from user(s) associated with the data, such as an opt-in, an opt-out, acknowledgement requirements, notifications, selective authorization based on types of data, and so forth.

Some of the embodiments described herein can also employ artificial intelligence (AI) to facilitate automating one or more features described herein. The embodiments (e.g., in connection with automatically identifying acquired cell sites that provide a maximum value/benefit after addition to an existing communication network) can employ various AI-based schemes for carrying out various embodiments thereof. Moreover, the classifier can be employed to determine a ranking or priority of each cell site of the acquired network. A classifier is a function that maps an input attribute vector, $x=(x_1, x_2, x_3, x_4, \dots, x_n)$, to a confidence that the input belongs to a class, that is, $f(x)=\text{confidence}(\text{class})$. Such classification can employ a probabilistic and/or statistical-based analysis (e.g., factoring into the analysis utilities and costs) to determine or infer an action that a user desires to be automatically performed. A support vector machine (SVM) is an example of a classifier that can be employed. The SVM operates by finding a hypersurface in the space of possible inputs, which the hypersurface attempts to split the triggering criteria from the non-triggering events. Intuitively, this makes the classification correct for testing data that is near, but not identical to training data. Other directed and undirected model classification approaches comprise, e.g., naïve Bayes, Bayesian networks, decision trees, neural networks, fuzzy logic models, and probabilistic classification models providing different patterns of independence can be employed. Classification as used herein also is inclusive of statistical regression that is utilized to develop models of priority.

As will be readily appreciated, one or more of the embodiments can employ classifiers that are explicitly trained (e.g., via a generic training data) as well as implicitly trained (e.g., via observing UE behavior, operator preferences, historical information, receiving extrinsic information). For example, SVMs can be configured via a learning or training phase within a classifier constructor and feature selection module. Thus, the classifier(s) can be used to automatically learn and perform a number of functions, including but not limited to determining according to predetermined criteria which of the acquired cell sites will

benefit a maximum number of subscribers and/or which of the acquired cell sites will add minimum value to the existing communication network coverage, etc.

As used in some contexts in this application, in some embodiments, the terms “component,” “system” and the like are intended to refer to, or comprise, a computer-related entity or an entity related to an operational apparatus with one or more specific functionalities, wherein the entity can be either hardware, a combination of hardware and software, software, or software in execution. As an example, a component may be, but is not limited to being, a process running on a processor, a processor, an object, an executable, a thread of execution, computer-executable instructions, a program, and/or a computer. By way of illustration and not limitation, both an application running on a server and the server can be a component. One or more components may reside within a process and/or thread of execution and a component may be localized on one computer and/or distributed between two or more computers. In addition, these components can execute from various computer readable media having various data structures stored thereon. The components may communicate via local and/or remote processes such as in accordance with a signal having one or more data packets (e.g., data from one component interacting with another component in a local system, distributed system, and/or across a network such as the Internet with other systems via the signal). As another example, a component can be an apparatus with specific functionality provided by mechanical parts operated by electric or electronic circuitry, which is operated by a software or firmware application executed by a processor, wherein the processor can be internal or external to the apparatus and executes at least a part of the software or firmware application. As yet another example, a component can be an apparatus that provides specific functionality through electronic components without mechanical parts, the electronic components can comprise a processor therein to execute software or firmware that confers at least in part the functionality of the electronic components. While various components have been illustrated as separate components, it will be appreciated that multiple components can be implemented as a single component, or a single component can be implemented as multiple components, without departing from example embodiments.

Further, the various embodiments can be implemented as a method, apparatus or article of manufacture using standard programming and/or engineering techniques to produce software, firmware, hardware or any combination thereof to control a computer to implement the disclosed subject matter. The term “article of manufacture” as used herein is intended to encompass a computer program accessible from any computer-readable device or computer-readable storage/communications media. For example, computer readable storage media can include, but are not limited to, magnetic storage devices (e.g., hard disk, floppy disk, magnetic strips), optical disks (e.g., compact disk (CD), digital versatile disk (DVD)), smart cards, and flash memory devices (e.g., card, stick, key drive). Of course, those skilled in the art will recognize many modifications can be made to this configuration without departing from the scope or spirit of the various embodiments.

In addition, the words “example” and “exemplary” are used herein to mean serving as an instance or illustration. Any embodiment or design described herein as “example” or “exemplary” is not necessarily to be construed as preferred or advantageous over other embodiments or designs. Rather, use of the word example or exemplary is intended to

present concepts in a concrete fashion. As used in this application, the term “or” is intended to mean an inclusive “or” rather than an exclusive “or”. That is, unless specified otherwise or clear from context, “X employs A or B” is intended to mean any of the natural inclusive permutations. That is, if X employs A; X employs B; or X employs both A and B, then “X employs A or B” is satisfied under any of the foregoing instances. In addition, the articles “a” and “an” as used in this application and the appended claims should generally be construed to mean “one or more” unless specified otherwise or clear from context to be directed to a singular form.

Moreover, terms such as “user equipment,” “mobile station,” “mobile,” “subscriber station,” “access terminal,” “terminal,” “handset,” “mobile device” (and/or terms representing similar terminology) can refer to a wireless device utilized by a subscriber or user of a wireless communication service to receive or convey data, control, voice, video, sound, gaming or substantially any data-stream or signaling-stream. The foregoing terms are utilized interchangeably herein and with reference to the related drawings.

Furthermore, the terms “user,” “subscriber,” “customer,” “consumer” and the like are employed interchangeably throughout, unless context warrants particular distinctions among the terms. It should be appreciated that such terms can refer to human entities or automated components supported through artificial intelligence (e.g., a capacity to make inference based, at least, on complex mathematical formalisms), which can provide simulated vision, sound recognition and so forth.

As employed herein, the term “processor” can refer to substantially any computing processing unit or device comprising, but not limited to comprising, single-core processors; single-processors with software multithread execution capability; multi-core processors; multi-core processors with software multithread execution capability; multi-core processors with hardware multithread technology; parallel platforms; and parallel platforms with distributed shared memory. Additionally, a processor can refer to an integrated circuit, an application specific integrated circuit (ASIC), a digital signal processor (DSP), a field programmable gate array (FPGA), a programmable logic controller (PLC), a complex programmable logic device (CPLD), a discrete gate or transistor logic, discrete hardware components or any combination thereof designed to perform the functions described herein. Processors can exploit nano-scale architectures such as, but not limited to, molecular and quantum-dot based transistors, switches and gates, in order to optimize space usage or enhance performance of user equipment. A processor can also be implemented as a combination of computing processing units.

As used herein, terms such as “data storage,” “data storage,” “database,” and substantially any other information storage component relevant to operation and functionality of a component, refer to “memory components,” or entities embodied in a “memory” or components comprising the memory. It will be appreciated that the memory components or computer-readable storage media, described herein can be either volatile memory or nonvolatile memory or can include both volatile and nonvolatile memory.

What has been described above includes mere examples of various embodiments. It is, of course, not possible to describe every conceivable combination of components or methodologies for purposes of describing these examples, but one of ordinary skill in the art can recognize that many further combinations and permutations of the present embodiments are possible. Accordingly, the embodiments

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disclosed and/or claimed herein are intended to embrace all such alterations, modifications and variations that fall within the spirit and scope of the appended claims. Furthermore, to the extent that the term “includes” is used in either the detailed description or the claims, such term is intended to be inclusive in a manner similar to the term “comprising” as “comprising” is interpreted when employed as a transitional word in a claim.

In addition, a flow diagram may include a “start” and/or “continue” indication. The “start” and “continue” indications reflect that the steps presented can optionally be incorporated in or otherwise used in conjunction with other routines. In this context, “start” indicates the beginning of the first step presented and may be preceded by other activities not specifically shown. Further, the “continue” indication reflects that the steps presented may be performed multiple times and/or may be succeeded by other activities not specifically shown. Further, while a flow diagram indicates a particular ordering of steps, other orderings are likewise possible provided that the principles of causality are maintained.

As may also be used herein, the term(s) “operably coupled to”, “coupled to”, and/or “coupling” includes direct coupling between items and/or indirect coupling between items via one or more intervening items. Such items and intervening items include, but are not limited to, junctions, communication paths, components, circuit elements, circuits, functional blocks, and/or devices. As an example of indirect coupling, a signal conveyed from a first item to a second item may be modified by one or more intervening items by modifying the form, nature or format of information in a signal, while one or more elements of the information in the signal are nevertheless conveyed in a manner than can be recognized by the second item. In a further example of indirect coupling, an action in a first item can cause a reaction on the second item, as a result of actions and/or reactions in one or more intervening items.

Although specific embodiments have been illustrated and described herein, it should be appreciated that any arrangement which achieves the same or similar purpose may be substituted for the embodiments described or shown by the subject disclosure. The subject disclosure is intended to cover any and all adaptations or variations of various embodiments. Combinations of the above embodiments, and other embodiments not specifically described herein, can be used in the subject disclosure. For instance, one or more features from one or more embodiments can be combined with one or more features of one or more other embodiments. In one or more embodiments, features that are positively recited can also be negatively recited and excluded from the embodiment with or without replacement by another structural and/or functional feature. The steps or functions described with respect to the embodiments of the subject disclosure can be performed in any order. The steps or functions described with respect to the embodiments of the subject disclosure can be performed alone or in combination with other steps or functions of the subject disclosure, as well as from other embodiments or from other steps that have not been described in the subject disclosure. Further, more than or less than all of the features described with respect to an embodiment can also be utilized.

What is claimed is:

1. A method, comprising:

installing, by a processing system including a processor of a controlling device, user interface automation software provided by a customer care server, the controlling device communicating with the customer care server

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over a communication network, the customer care server being separate from the controlling device; receiving, by the processing system over the communication network, information from equipment of a customer care agent regarding a customer care issue associated with a communication device, the communication device coupled to the controlling device by a communication link separate from the communication network; and

effecting, by the processing system responsive to the information and without action by a user of the communication device, an input to a user interface of the communication device via the communication link to initiate a resolution procedure for the customer care issue,

the resolution procedure comprising resetting network settings for facilitating communication over the communication network, enabling a network service, collecting information regarding the network settings, providing new network settings, or a combination thereof.

2. The method of claim 1, wherein the communication device comprises a mobile device, and wherein the communication link comprises a hardwire connection between the communication device and the controlling device without utilizing a wireless connection.

3. The method of claim 2, wherein the communication link comprises a USB cable.

4. The method of claim 1, wherein the input to the user interface comprises a selection from a plurality of selectable items presented at a display of the communication device.

5. The method of claim 1, wherein the network settings comprise access point name (APN) settings.

6. The method of claim 1, wherein the network service comprises a voice over long-term evolution (VoLTE) service.

7. The method of claim 1, wherein the controlling device is a user computing device.

8. The method of claim 7, wherein the user interface automation software is enabled at the user computing device for a predetermined time period.

9. The method of claim 1, wherein the controlling device is a device of a provider of communication services subscribed to by the user.

10. The method of claim 1, wherein the controlling device receives the information subsequent to a voice communication between the customer care agent and the user.

11. A controlling device, comprising:

a processing system including a processor; and

a memory that stores executable instructions that, when executed by the processing system, facilitate performance of operations, the operations comprising:

receiving a login signal via a browser installed on the controlling device to initiate communication with a customer care server over a communication network, the communication comprising notice of a customer care issue associated with a communication device coupled to the controlling device by a communication link separate from the communication network, the customer care server being separate from the controlling device and the communication device;

receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue, the equipment of the customer care agent in communication with the customer care server over the communi-

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cation network, the information enabling user interface automation at a user interface of the communication device; and

effecting, in accordance with the user interface automa- 5
tion and without action by a user of the communication device, an input via the communication link to the user interface, thereby initiating a resolution procedure for the customer care issue,

the resolution procedure comprising resetting network settings for facilitating communication over the com- 10
munication network, enabling a network service, collecting information regarding the network settings, providing new network settings, or a combination thereof.

12. The controlling device of claim 11, wherein the 15
communication device comprises a mobile device, and wherein the communication link comprises a USB cable.

13. The controlling device of claim 11, wherein the input to the user interface comprises a selection from a plurality of selectable items presented at a display of the communication 20
device.

14. The controlling device of claim 11, wherein the controlling device is a user computing device.

15. The controlling device of claim 11, wherein the 25
controlling device is a device of a provider of communication services subscribed to by the user.

16. A non-transitory machine-readable medium compris- 30
ing executable instructions that, when executed by a processing system including a processor, facilitate performance of operations, the operations comprising:

receiving a login signal via a browser installed on a controlling device to initiate communication with a customer care server over a communication network, the communication comprising notice of a customer care issue associated with a mobile communication 35
device coupled to the controlling device by a communication link separate from the communication net-

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work, the customer care server being separate from the controlling device and the mobile communication device;

receiving, over the communication network via the browser, information from equipment of a customer care agent for addressing the customer care issue, the equipment of the customer care agent in communication with the customer care server over the communication network, the information enabling user interface automation at a user interface of the mobile communication device; and

effecting, in accordance with the user interface automa-
tion and without action by a user of the mobile communication device, an input via the communication link to the user interface, thereby initiating a resolution procedure for the customer care issue,

the resolution procedure comprising resetting network settings for facilitating communication over the communication network, enabling a network service, collecting information regarding the network settings, providing new network settings, or a combination thereof.

17. The non-transitory machine-readable medium of claim 16, wherein the communication link comprises a USB cable.

18. The non-transitory machine-readable medium of claim 16, wherein the input to the user interface comprises a selection from a plurality of selectable items presented at a display of the mobile communication device.

19. The non-transitory machine-readable medium of claim 16, wherein the network settings comprise access point name (APN) settings.

20. The non-transitory machine-readable medium of claim 16, wherein the network service comprises a voice over long-term evolution (VoLTE) service.

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